

# HOME NEWS

**Winter 2015**

Written in partnership by  
customers and staff of  
North Devon Homes

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# Welcome to the winter edition of Home News!

May I wish all the tenants, leaseholders, staff, contractors and stakeholders of North Devon Homes seasonal greetings from the Board.

Looking back at the year there have been many positives; they include converting to a charity in April and the Customer Summer Fayre held at Barnstaple Rugby Club. This year we had the biggest number of customers ever register and attend the event.

On another note, North Devon Homes and its tenants and leaseholders have also had their challenges. The Queens Speech, the Summer Budget and recent events in the House of Lords signal major changes to social housing and welfare provision in England. It is clear that the government is looking to reshape the way it delivers welfare and social housing. North Devon Homes wants to ensure that we are part of the solution and we are working closely with our partners to continue to deliver great services.



With the implementation of Pay to Stay, Right to Buy for Housing Associations, and further welfare reforms, the way we deliver services to you and the standards North Devon Homes offer will change.

I can assure you that the Board, with the Customer Forum, will continue to keep you updated as these big issues progress.

Hoping you have a great Christmas.

**Simon Price**

Chair of the Board

# Christmas Opening Times

|                      |                              |                      |                              |
|----------------------|------------------------------|----------------------|------------------------------|
| <b>Thurs 24 Dec</b>  | 08.30 - 13.00                | <b>Wed 30 Dec</b>    | 08.30 - 17.00 (16.00 at TCO) |
| <b>Fri 25 Dec</b>    | closed                       | <b>Thur 31 Dec</b>   | 08.30 - 16.00 (16.00 at TCO) |
| <b>Sat &amp; Sun</b> | closed                       | <b>Fri 1 Jan</b>     | closed                       |
| <b>Mon 28 Dec</b>    | closed                       | <b>Sat &amp; Sun</b> | closed                       |
| <b>Tues 29 Dec</b>   | 08.30 - 17.00 (16.00 at TCO) | <b>Mon 4 Jan</b>     | Open as usual                |



**Front cover image:** Olaf the Snowman visits our Summer Fayre. More Summer Fayre photos are on page 20.



## Annual General Meeting

North Devon Homes and the Customer Forum held their 15th joint Annual General Meeting at Portmore Golf Club on Friday 25th September 2015.

The successful event, which set out our position as a high performing community landlord was well attended by customers, partnering organisations and staff. Andrew Pegg, Managing Director of Wessex Investors, North Devon Homes partner in the Anchorwood Bank project, attended as guest speaker.

The financial results and accounts were approved for the year which showed an increased turnover and good financial performance in the housing sector. The company reported on continued investment, with over 100 new homes under construction and a further 180 planned.

Presentations were given by the Executive Team of North Devon Homes highlighting the work and achievements of the business over the



past twelve months. This year's results showed how North Devon Homes continues to offer great value for money, presenting independent analysis which established that operating costs were in the best performing quartile when compared to other South West based Social Landlords, and customer satisfaction levels that are in the top 5% of landlords. Improvements in customer involvement, repairs and maintenance services, and community and neighbourhood development were also highlighted.

Dawn Ash, Chair of the Customer Forum, gave a presentation detailing the work that the Customer Forum has been doing throughout the year and encouraged other customers to become involved.

## Board Members

At the joint customer and company AGM on the 25th September we said goodbye to two of our Independent Board Members Robert Down and Mo Read.

Robert has been with us since February 2010 and brought us a wide range of skills particularly in terms of risk management and strategy development.

Mo is a retired judge who brought legal and family judicial experience and has served on the board since January 2009. Both members retired at the AGM and were thanked by the Board, customers and Company for their contribution to the work of North Devon Homes.



## Charity begins at North Devon Homes

The Board of North Devon Homes agreed to convert the company to a registered Charity on the 1st April 2015. The Board agreed and voted in favour on this change. The full registration has taken place and North Devon Homes is now a registered charity; our number is 1164142.

We will be updating our website and letter heading to reflect the change in status. As previously reported this will not change the way we deliver our services to customers.

# Annual Report to Tenants Did you get yours?

In September we published our Annual Report to Tenants which looks at how we've performed over the year. Copies have been sent to all our customers. We hope you found this useful - your feedback is always very welcome. If you did not receive your copy and would like one please phone the Customer Care team on 01271 312500.



## Facebook

Have you discovered our Facebook page yet? An increasing number of people have – since April our page likes have more than doubled from 205 to 459. Like us and you'll be the first to see all our latest news, stories, photos and job adverts, and – most importantly – you'll be able to start talking to us and sharing your ideas, questions, comments and news.

 Simply visit our Facebook page and click the like button.

## Anything's possible!

In May 2015 we launched our new Corporate Plan following an extensive consultation exercise over 12 months. We talked to customers and stakeholders in the community, and in January we held an event with all our staff to share the customer and stakeholder feedback, and plan for how we could deliver.

The event was called 'Anything's Possible'. We wanted to try and encourage staff to think more freely about working in a different way, in order to improve what we do and deliver a better service to customers.

Some of the key things we will be doing differently from now on are

- Improving our web and computer systems to provide a much smoother and efficient way to handle calls and repairs
- Organise our teams in patches so we get better customer continuity and do things right first time
- Develop more of our services to

reach and engage with customers in their community and have more mobile services

- Support elderly customers and offer a range of services to help customers maintain independent living
- Continue to focus on working safely
- Deliver new homes for customers
- Challenge our service and customer service standards
- Empower customers in our communities to take a more active role and learn new skills

The plan runs until 2018 and we have already made a good start on achieving our goals.



## Value for Money Statement

As a community landlord Value for Money is integral in everything that we do, from setting strategies at Board level through to delivering good value services to our customers across the community. This does not necessarily mean being the cheapest.

In September we published a Value for Money Statement. This annual review looks at how we performed during the year, explains our key Value for Money measures and sets out our future plans.

If you would like to read our Value for Money Statement it is available to download from our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk).



## You could save an average of £200/year on your energy bills

Have you switched energy supplier in the last year? If not, you could save an average of £200/year on your energy bills! North Devon Homes wants to help you save money on your energy bills by providing you with a local and trusted energy tariff solution called, EnergySW.

EnergySW is a partnership with OVO Energy, uSwitch Supplier of the Year 2014, to offer you exclusive and competitively priced energy tariffs. If you are on a pre-payment meter this offer includes the free installation of a Smart meter which gives you greater visibility of your energy usage to help manage your energy budget.

This offer is available to residents and neighbours of North Devon Homes and has been specifically designed with the aim of helping to save you money on your bills. It will be available towards the end of the year and you can get a quote and switch by visiting [www.energysw.co.uk](http://www.energysw.co.uk). Just remember to keep a recent bill to hand or have an idea of your monthly spend on energy, as this will help give you an accurate quote.

Pay monthly customer care line is: 0800 408 6716 and the PAYG (Pre-payment) care line is: 0800 408 6720 or visit our website [www.energysw.co.uk](http://www.energysw.co.uk)

Over 95% of Big Six customers could have saved between £158 - £234 per year between Q1 2012 and Q2 2014 if they had switched tariff or supplier – Competition and Markets Authority Energy Market Investigation Updated Issues Statement, 08/02/15

## Energy Champions are helping NDH residents to make savings on their energy and water bills

North Devon Homes recently secured funding from the Department of Energy and Climate Change to help residents save money on their energy bills.

Residents can schedule an appointment with a qualified energy advisor from 361 Energy CIC who can help with advice on switching energy suppliers, problems with bills or meters, support in applying for energy bill rebates, dealing with fuel debt and how to make savings in your home.

Recently a NDH resident was supported by a 361 Energy Advisor and received general advice

about saving energy and water. They assisted them switching from a pre-payment meter to a credit meter saving them over £130 a year and are currently in the process of switching energy supplier which could save them at least another £100 per year. In addition, they helped in having over £700 written off on their water debt by South West Water which put them on a more affordable way to pay for their water usage.

**Why not see how you could save by contacting us today? Contact the Customer Care Team to request an appointment on 01271 312500.**



## Supported Housing

### Magdalene Lawn Gardens

The communal gardens at Magdalene Lawn have been looking lovely this year. They are maintained by the customers that live there and the tenants committee also supports the garden work by contributing towards plants and compost.



## New Memory Café launched at Mariners Close

The Supported Housing team are keen to encourage other local organisations who promote health and well-being to both North Devon Homes customers and the wider community, to use the communal facilities on their sheltered housing schemes.

The Braunton Caen Rotary Club has recently set up a Memory Café at Mariners Close communal lounge. It is hoped that this will form part of the way forward for Braunton to become a dementia friendly community.

The Memory Café will be held on the last Wednesday of every month from 2pm to 4pm. The café is free of charge and will enable those interested to attend a regular meeting, to receive companionship and support and meet new friends for a coffee and a chat.

If you would like more information please contact John Rendle on 01271 814532.



### North Devon Show

In August members of our Supported Housing team attended the North Devon Show to promote our support and alarm service to the wider general public of North Devon.



**98.7%**  
current satisfaction



**1,121**

Total Alarm Customers



**281**

Total Support Customers

Figures as at September 2015

## New Faces

In October we welcomed Bill Allen to the post of Independent Living Services Manager. Bill will be working with our Support Advisors and the Devon Homelink Service to continue to deliver an excellent support and alarm service to our customers.

Bill has extensive experience of working for both housing associations and in the voluntary sector, managing teams and delivering services to many different groups of people. Bill says "I'm really excited by this challenge, especially as we work through the effects of government funding changes on services. In my first few weeks I have met many customers and visited a number of schemes, and have particularly appreciated the warm welcome I've received. I look forward to building on the obvious connection and commitment that North Devon Homes has with its customers."



## Would you like peace of mind this Christmas?



[www.devonhomelink.com](http://www.devonhomelink.com)

### Home Support & Alarm Service

Could you or someone you know benefit from a community alarm, or support to live at home independently?

**Call us on 0800 083 7553 to enquire or arrange a free demo.**



## Marathon Mission

Congratulations to five members of NDH staff Stacey Parker, Philippa Butler, Dave Gooding, Hylida Stewart and Sharon Hayne, who successfully completed the Barnstaple Marathon on Sunday 27th September. Hylida Stewart did especially well, achieving the fastest time in her age category. The group raised £376 for Devon Air Ambulance. Well done everyone!

[www.yourlocallandlord.com](http://www.yourlocallandlord.com)

## Mission Unbreakable

On Sunday 1st November a team of staff from North Devon Homes successfully completed the Mission Unbreakable - Commando Challenge event raising £941.57 for the North Devon Hospice. Well done everyone!



General Enquiries: **01271 312500**

**07**



# Asbestos - understanding and managing the risks

Asbestos is a naturally occurring mineral, found in rock, which can break into very tiny pieces, small enough to be inhaled. If these fibres are inhaled in very large quantities, they can get stuck in the lungs and in some cases cause disease and cancer. Before it was discovered that asbestos is harmful to humans it was widely used in the building industry for many years. If there is asbestos in your home, this does not automatically mean that it is a problem - asbestos can only affect your health if it becomes damaged, as it could then release harmful fibres into the air around you.

It is, therefore, very important that our tenants work with us to make sure that asbestos is not unknowingly disturbed. They should do this by:

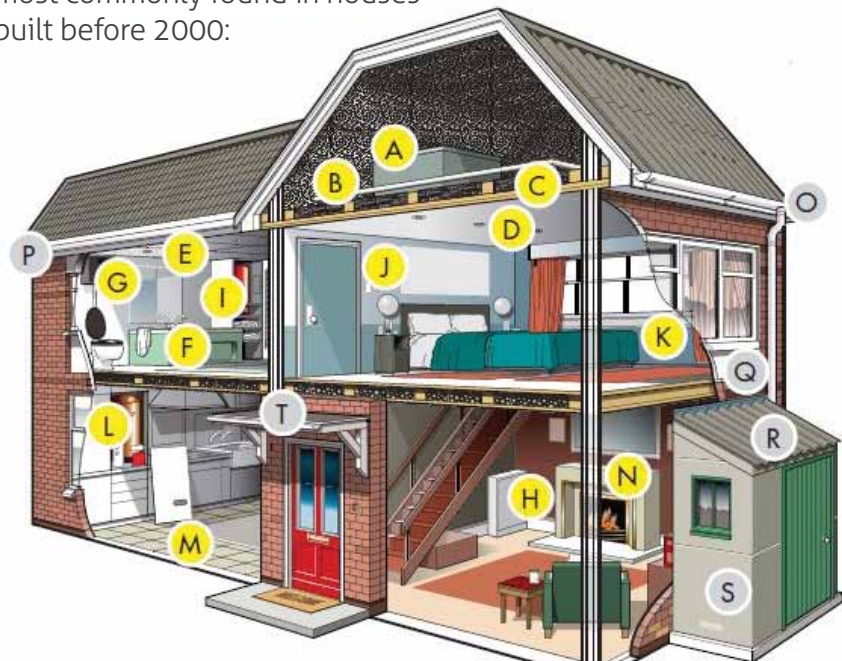
- Requesting permission from North Devon Homes prior to undertaking any improvement works, DIY or any other works that may disturb the internal or external fabric of the building, including outbuildings

- Providing access for the purposes of asbestos surveys as well as allowing access for any asbestos removal works deemed necessary
- Notifying North Devon Homes of any damage to the fabric of the building as soon as possible

One of the most common uses of asbestos was in textured coating on ceilings and walls, and it was also widely used in cement products and insulation boarding. This diagram shows where asbestos products are most commonly found in houses built before 2000:

Undisturbed and in good condition, these products pose no risk to people's health and are best left where they are.

**If you are concerned that asbestos in your home may have become damaged, or are planning to carry out or commission any works, then please phone 01271 312500.**



**Inside:**

- A** Asbestos cement water tank
- B** Pipe lagging
- C** Loose fill insulation
- D** Textured decorative coating e.g. Artex
- E** AIB ceiling tiles
- F** AIB bath panel
- G** Toilet seat and cistern
- H** AIB behind fuse box

- I** AIB airing cupboard and/or sprayed insulation coating on boiler and hot water tank
- J** AIB partition wall
- K** AIB interior window panel
- L** AIB around boiler, storage heaters and warm air heating systems
- M** Vinyl floor tiles
- N** AIB behind fire

**Outside:**

- O** Asbestos cement gutters and downpipes
  - P** Soffits - AIB or asbestos cement
  - Q** AIB exterior window panel
  - R** Asbestos cement roof
  - S** Asbestos cement panels
  - T** Roofing felt
- AIB: Asbestos insulating board



## If your Carbon Monoxide alarm sounds:

- Open all doors and windows to ventilate the area
- Turn off all gas appliances and extinguish solid fuel fires
- Leave the property and call North Devon Homes on 01271 312500 or 0800 917 0619
- If you feel unwell seek immediate medical advice

**DO NOT use your appliance until it has been checked by a gas professional.**



## Solid Fuel Heating

Solid fuel appliances may appear simple, but they require regular maintenance in order to remain safe, clean and efficient. North Devon Homes will service and complete a chimney sweep on an annual basis to ensure the appliance works correctly, and that tar and soot do not build up increasing the risk of Carbon Monoxide poisoning.

**If you have an open fire, wood burner, rayburn or any type of solid fuel appliance in your home it is important that you tell us. Please call us on 01271 312500.**

## Keeping you warm and your home damp free

With winter finally with us after an unusually warm start to autumn, we are more likely to start seeing condensation in our homes – which can lead to mould.

A 'Dealing with Condensation' leaflet is included in this newsletter. This is a guide to preventing condensation and damp in your home. If you haven't received your leaflet please contact us on 01271 312500.



## New Door Compliment

Thank you to one of our customers who sent us this lovely poem about her newly installed front door:

This little house is smiling with its new front door,  
So much better than the one I had before.  
It even has a spy hole so I can see who's calling on me,  
If it's someone nice to come and have a cup of tea.  
So thank you North Devon Homes and the men who renewed the door,  
To help me be more secure than ever before.

# New to Home 2 Home

We have recently welcomed four new multi skilled operatives to our Home 2 Home team: Jason Charman, Keith Johnson, Mark Lane and Adrian Nicholls.

Adrian Nicholls says: I'm really pleased to be joining the Home 2 Home team. I'm looking forward to working with an organisation that looks after the community, delivering high quality repairs to North Devon Homes customers.

Mark Lane has 13 years experience in new build house construction and house renovations. Mark says "Working for North Devon Homes as part of the Home 2 Home team is a great opportunity which I am really looking forward to".

Welcome to the team!



Planned Maintenance works are well underway for 2015/16. This is a breakdown of some of the works completed to date:



54

Electrics



53

Gas Boilers



68

External Decorations



5

Air Source Pumps



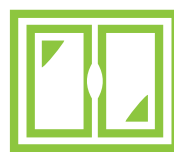
6

Kitchens



4

Bathrooms



3

Windows



68

Doors





## Sarah Peel is our new Home 2 Home work Scheduler

"I'm really excited to be starting work with the Property Services Team. It's a new challenge for me, having previously worked in tenancy management. I'm grateful for the opportunity to work for such a well respected Housing Association."



Customer satisfaction surveys received in relation to works carried out by our Home 2 Home team since 1st April to 30th September 2015

**Feedback tells us that:**



of homes were left clean and tidy following works carried out



of customers were happy with the quality of the repair



of customers were satisfied with service received

The Home 2 Home team is committed to continuously improving the service that it provides, and is grateful for all feedback received following the completion of works.

## Warm Home Discount Scheme

If you are on a low income or in receipt of means tested benefits you may be eligible for £140 off your electricity bill under the Warm Home Discount Scheme. Phone your electricity supplier and ask if you qualify. Or you could ask one of our energy champions to find out how you may be able to qualify or what other options you have by contacting them on [info@361energy.org](mailto:info@361energy.org) (Most people getting the Guarantee Credit element of Pension Credit will get the discount automatically and will receive a letter telling them what to do). This will not affect your Cold Weather or Winter Fuel payment.



# Top 10 Christmas Budgeting Tips

**1** Set a Christmas budget. Look at how much you can afford to spend and stick to it. Remember that priority payments such as rent and council tax still need to be paid.

**2** Don't do a 'Big Christmas Shop'. Stock up on tinned, frozen and non perishable goods a little at a time during the run up to Christmas to spread the cost over a period of time.

**3** If you have a large group of friends or relatives, why not consider a Secret Santa so that you only need to buy one gift. Set a maximum amount to spend on each gift.

**4** Use [www.mysupermarket.co.uk](http://www.mysupermarket.co.uk) to check for the best supermarket deals and prices. Using local butchers and greengrocers is often cheaper than buying similar goods at the supermarket.

**5** Pay for all gifts in cash. Make a budget, draw out the cash you can afford to spend on gifts and when the money has been spent, Christmas shopping is over.

**6** Get creative. Give out non monetary gifts, for example homemade gifts such as jams and chutneys are cheap to make and well received as are brownies, cookies and truffles.

**7** Don't upgrade your food and drink shopping - expensive ranges are often more about the packaging than the taste of the product.

**8** If you have a large family consider buying one big present like games consoles for the whole family, and a few smaller gifts for each child.

**9** Steer clear of expensive credit and doorstep lenders. If you absolutely must borrow money - look at cheaper alternatives like credit unions. Check out [www.ploughandshare.co.uk](http://www.ploughandshare.co.uk) or [www.findyourcreditunion.co.uk/home](http://www.findyourcreditunion.co.uk/home).

**10** The most expensive time of the year to buy gifts is just before Christmas, the cheapest is just after. Make pretty 'I.O.U' certificates to give on Christmas day as well as something to unwrap on the day - but buy the main gifts in the January sales.



rent arrears



customers have had help with claiming benefits



customers have had assistance from our Welfare Support Officer

(all figures are April - September 2015)



## The Rental Exchange

Many of our customers cannot access affordable credit because they do not have a credit history or proof of identity which credit providers use when evaluating customers. If you need a new washing machine or furniture you might only be able to access very high interest credit or loans from doorstep lenders. A higher credit score can make it easier to shop online, get better energy tariffs and competitive phone contracts. We believe that North Devon Homes' customers should get credit for paying their rent on time and the Rental Exchange is a way to enhance your credit report without the need to take on new credit. Look out for details about this that we'll be posting out to you over the next few weeks.

## Team NDH are here to help

Customers who get into arrears with their rent risk losing their home. Contact our Income Team straight away if you think you might not be able to make a payment. We can offer support and advice. The Income Team are here to help.



## Universal Credit

Universal Credit starts for single jobseekers making a new claim from 9th November 2015. This can be done online at [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

Check your entitlement to benefits at [www.entitledto.co.uk](http://www.entitledto.co.uk) or [www.turn2us.org.uk](http://www.turn2us.org.uk)

## Plough & Share Credit Union



With less than 25 days to go to Christmas, now is a good time to consider how Plough & Share could help you and your family make it financially stress free. The average cost of a family Christmas in the UK is around £820. Our loans are flexible, affordable and with no hidden charges. Or become a regular saver and get ahead for this Christmas and 2016. Whatever you decide, let us help you beat the New Year blues. If you are considering a doorstep or payday loan, give us a call to compare the costs – you'll notice the difference!

As a North Devon Homes tenant you have been pre-approved for a loan (subject to conditions). If you would like to apply for a Christmas loan please send your applications in as soon as possible.

Who are Plough & Share? Plough & Share Credit Union is a responsible alternative source of savings and affordable loans run for the benefit of our members - with no profits going to external shareholders. If that sounds like common sense, that's exactly what it is.

Ready to join? Want to know more? Call us on: 01837 658123 or apply for a loan in your local Plough & Share service point at:

North Devon Homes  
Boutport Street (behind Green Lanes Shopping Centre)  
Barnstaple EX31 1TD  
Mon-Fri: 10am-1pm

Or visit [www.ploughandshare.co.uk](http://www.ploughandshare.co.uk) to download an application form.

## Everybody needs good neighbours

Congratulations to Frank Shapland who has been awarded a Good Neighbour Award. Frank was nominated by his neighbour who is now housebound. Frank visits his neighbour three times a day to make sure that they are ok and have food and drink.



Do you have a fantastic neighbour who deserves a 'Good Neighbour' award? Please send your nominations to Dawn Ash, Customer Forum Chair at our head office address giving your name and address, and the name of your neighbour, their address and why you would like to nominate them. The closing date for nominations for this edition is 31st January 2016. All nominations are presented to the Forum and the selected winners will be presented with a certificate and £20 voucher.



## Changing faces on your customer forum

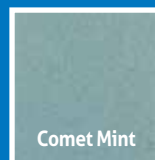
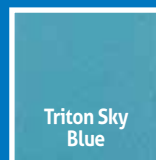
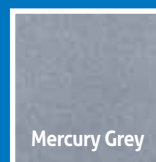
We are pleased to introduce Anne Melhuish and Margaret Tythcott who have recently been elected onto the Customer Forum. The Forum is a small friendly group of customers who meet monthly to ensure that customers are put first in the delivery of all NDH services. They work closely with customers, staff, management and the board of directors to ensure that customer views are represented, and improvements are made to the services you receive as a result of your feedback and customer involvement activities.

**Would you like to find out more about the Forum? Please call Clare or Tracey on 01271 313384.**

## Coming to a floor near you...

We would like to thank all of our customers who took part in our flooring consultation at the Summer Fayre in July. The results were taken to the Repairs and Maintenance Improvement Group for discussion and approval. The group reviewed the results and approved the five shades shown below.

**If you would like more information about our Repairs and Maintenance Improvement Group, please contact Clare or Tracey on 01271 313384.**







## Under review

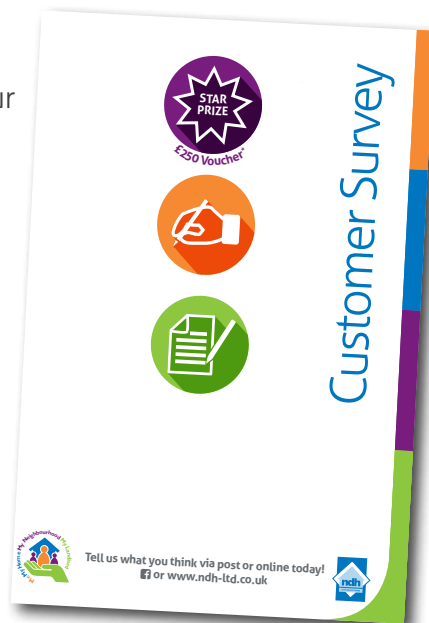
We are currently working with customers to review our tenant handbook. It's five years since we put together the last one and it is now in need of a refresh. The Customer Forum has debated what format the new handbook should take. They feel that times have changed and customers no longer want to receive large booklets that just sit around and collect dust so we are looking at electronic and online versions. A slim line version will still be available for those who would prefer a paper based handbook.

**If you have any suggestions on how we can improve our handbook and the information you feel would be helpful to customers, please contact Clare or Tracey on 01271 313384.**

## Customer Survey: winners row

A massive thank you to everyone who has completed and returned our customer survey to tell us what you really think of North Devon Homes. We are now busy collating all the responses to understand what you think about your home, the area in which you live and the services we provide. We will be reporting back on the results and actions taken in response to your feedback in the next edition of Home News.

All responses received by the closing date were entered into a free prize draw. The following winners were selected at random to win vouchers for the store of their choice. Congratulations to:



£250 - Miss Moore, West Down

£75 - Michael Scott, Bickington

£25 - Mrs Casemore, Barnstaple

£10 - Mrs Smith, Barnstaple

£10 - Mr Dixon, Braunton

£100 - Paul Dart, Witheridge

£50 - Ms Smith, Braunton

£10 - Miss Williams, Barnstaple

£10 - Mrs Barnsby, Barnstaple

£10 - Mrs Rebelo, Barnstaple



documents improved by customers



grounds maintenance sites inspected



28

new customers signed up to mystery shop

(Figures April - September 2015)

## Tenant 2 Tenant

Tenant 2 Tenant has been set up to provide impartial



support to all customers with any housing related issues. Sometimes it can really help to talk things through, and as tenants ourselves we really understand things from a tenant's perspective. Please call us on 07740410970 or 07811273671. We are available on this number 7 days a week, 9am to 9pm.



## Brave the Shave

Carol Lewis, who works in Forches as our Community Support Worker running internet cafes, sewing groups, a Saturday morning family club, organising Christmas and Easter lunches for older people and generally running the community centre took the very brave step to have her head shaved for charity.

Brave the Shave is a sponsored event held to raise money for MacMillian Cancer Support. Carol also held a cake sale and a baking competition. Staff at North Devon Homes, the community of Forches and the Medard House Bingo Club helped Carol raise a whacking £422. Well done Carol!



## North Devon Show 1<sup>st</sup> Prize for the Forches Garden Project

Volunteers and our Busy Bee community group had all their hard work in the Forches Community Garden acknowledged at this year's North Devon Agricultural Show taking first prize in the horticultural marquee for the display and stand. The judges said they had won first prize not only for their display but also for their enthusiasm as volunteers.

They also achieved: 2nd prize for a flower display with all flowers collected from the Forches estate, 3rd prize for onions, 2nd for Beetroots, and 3rd for the 'man cake' baked by Philip Hingston. Next year the volunteers are aiming for more 1st prizes and more entries.





# Customer Forum helps to evidence change in young lives



Our work with young people has been chosen by the Big Lottery as a project they would like to follow as a model of best practice. To capture how the project is helping to change young lives we are working with Dr Susan Cooper from the University of St Mark & St John.

Dr Cooper is working with our young people to collect examples and stories from them in their own words about changes in their lives and how the project is making a difference. Every three months one is selected as the 'most significant change' story. This is chosen by members of the Customer Forum who are delighted to be involved in supporting our 'Bridging the Gap' project through the participatory evaluation framework.



## Summertime Fun

Over the school holidays young people were able to try new adventures, visit new places and try different activities.

34 young people spent an adventure weekend in Beam House (Torrington) doing team and confidence building activities. 11 young people went camping at Cloud Farm in the Doone Valley sharing tents and even a Tepee. This was a fun weekend for young people aged 14 and over.

In addition, 27 young people visited beaches across North Devon and 85 enjoyed parks, music sessions and outdoor games.

Thank you to Davie Barnstaple Trust and Ilfracombe Rotary Club, without whose help we would not have been able to provide these activities had they not helped with providing funding.



## Woodville

To date we have completed 56 new homes by the end of November. Of these 56 homes 47 new homes are for affordable rent and 9 new homes are being sold under shared ownership. There are 10 more new homes to be completed which will all be 2 bed houses.



## Forches

All new homes at Forches (both phase 1 and 2) have now been completed and are either tenanted (115 new houses and flats) or sold under shared ownership (32 houses). Works to be concluded on site involve the adoption of the highway by Devon County Council and some final scheme details on the estate.



## Sandringham Gardens

We have now completed on the purchase of 6 new homes for rent at Sandringham Gardens and all are tenanted. It is currently planned to purchase a further 6 new homes where 3 homes will be for shared ownership and a further 3 new homes will be for rent in 2016.



## Lee Road, Lynton

The four new flats and 2 commercial units at Lee Road are underway and on target for completion by February 2016. The letting of these units has a local lettings restriction that we are now taking early action to advertise locally within the Lynton area.





## Gorwell

Currently we are concluding the acquisition of two sites located at Gorwell from North Devon Council. The one site located at the junction of Gorwell Road and Goodleigh Road will provide for a development site of 14 new homes and the second site which is located behind Concorde Drive will be improved as public open space. Works at Goodleigh Road and Crow View are programmed to start on site early in 2016.

## Anchorwood Bank

As previously publicised North Devon Homes has secured the ownership of the remaining development site (excluding Asda and the Oliver Building) for additional commercial and much needed quality residential development. A full planning application for our housing aspirations include 172 new homes where 28 are for rent, 9 for shared ownership and 135 for market sale. The overall scheme including commercial is being developed in partnership with Pearce Construction and Anchorwood Development Limited.





# Summer Fayre Thank you for joining us

This year's Summer Fayre was the biggest and best yet with over 850 people registering to attend the event at the rugby club on Wednesday 29th July. Here are some of our favourite photos from the day.





# 'Love Where You Live' litter picks

North Devon Homes staff were involved in a series of community litter picks covering the Gorwell and Frankmarsh areas of Barnstaple during September and October. The 'Love where you live' litter picks were organised by North Devon Council and sponsored by McDonald's. As well as tidying up the local area, the campaign aims to raise awareness of the damage and cost of dropping litter.



## New Park for Lethaby Road

A new play park was opened in Lethaby Road in July. Lesley Brown (former local councillor for the area), community police and North Devon Homes identified the need for a new play area to be installed following requests from the community. Lesley Brown, in conjunction with the council, secured Section 106 funding from a housing developer which enabled the park to be built.

Consultations with the local community took place on the proposals and local people were able to help choose the pieces of play equipment for the park.

Local residents, councillors and staff from North Devon Homes attended

the opening event. Abigail Sproston aged 10 won a competition to name the new play park. The area will be called 'Lethaby Road Park'. Abigail opened the new park with the Chief Executive of North Devon Homes, Martyn Gimber.



## Garages to Let

These garages are currently available with no waiting list:

- Frankmarsh • George Nympton
- Langley Gardens, Chulmleigh • Bishops Tawton
- Mayflower close, Chittlehampton

We hold a waiting list for our other sites and our rental charges range from £7-£15 per week dependant on whether you are a tenant of NDH or not and where the garages are.

Please contact the Customer Care Team on 01271 312500 for more information.

## Call recording

We have recently introduced a new call recording system to assist our continuous improvement and training. This system will support us in:

- Training staff in effective call handling
- Checking and measuring call quality
- Developing excellent customer service
- Investigating disputes
- Resolving complaints



## New Faces

Following a recent recruitment drive, we are pleased to announce that we have successfully appointed three new advisers into the Customer Care Team. Gemma Higlett, Tracie Hudson and Helen Ackland joined the team in September and bring a wealth of skills and customer service experience to the role. They will work with the rest of the team to ensure customers continue to get a first class service.



## Your feedback improves services

We encourage feedback, both good and bad, from all customers so that we know what we are doing well and areas that we need to improve. During quarter 2 we received fewer complaints than usual which is good news for us as a company but it does mean we are not able to learn from customer's feedback. During quarter 3 we aim to collect more stage 0 complaints (dissatisfaction resolved at first point of contact) to try and help us continue to learn how our services affect our customers.

## Complaints & Compliments

Q2 July – September 2015

Complaints upheld: 3



11

Compliments

4

Complaints





# Cheque Point

In August our staff tuck shop raised £63.56 for the RNLI. PA to the Chief Executive Lucy Duchesne is pictured presenting the cheque to Ron Muir from the RNLI.

In October we held a Health Fair. We raised £186.58 for the Everything Ellie Foundation. Members of our HR team are pictured presenting the cheque to Justeen Easton.



Ellie Pither age 8 and Hollie Chard age 7 were the winners of our summer colouring competition.



## CHRISTMAS TEA DANCE

**SATURDAY 12th DECEMBER**

**3pm - 5pm**

**Medard House - Bevan Road - Barnstaple**

**FEATURING**

**Live Music - Afternoon Tea - Prize Draw**



**TICKETS ONLY £5 in advance £6 on the door**

**includes entry, afternoon tea and draw ticket**

**To book, please call 01271 313384 or email [clare.paddon@thestarfishcharity.org.uk](mailto:clare.paddon@thestarfishcharity.org.uk)**



*busy bee*



## Saturday Morning Club

**Whiddon Valley Community Centre, Barton Road, Barnstaple**

**Every Saturday 10.30 – 12.30**

Activities include: Arts & Crafts, Cookery, Gardening, Outdoor Games and generally having fun!

All materials and snacks provided for small donation of 50p per child.

All children and parents welcome.

**Email [carol.lewis@ndh-ltd.co.uk](mailto:carol.lewis@ndh-ltd.co.uk)**

# Kids Colouring Competition



### How to enter:

Fill out the form and send it to the address below by 08/01/16 for a chance to win a £15 cinema voucher.

Name .....

Age .....

Address .....

.....

..... Postcode .....

Age groups are as follows:

7 and under

8 - 12 years

Please tick this box if you do not wish your child to be named

## How Many?

**How many presents (not including this one) can you find throughout this newsletter?**

**How to enter:** Fill out the form and send it to the address below by 08/01/16 for a chance to win a £20 voucher.

No. of presents: .....



Please tick this box if you do not wish to be named

Name .....

Age .....

Address .....

.....

..... Postcode .....

**For a chance to win, send all entries to:**

Rowan Summers, North Devon Homes, Westacott Road, Barnstaple, Devon EX32 8TA by 08/01/16