

# HOME NEWS

Summer 2018



Written in partnership  
by customers and staff  
of North Devon Homes

## Join us for some Summer Fayre fun!

Your invitation is enclosed

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Front cover image:  
Summer Fayre 2017

## Welcome to the summer edition of Home News!

I hope you are enjoying the summer so far and, as always, there is a lot going on at North Devon Homes to tell you about.

This has been one of our most successful and busiest years ever, with the focus being on moving the company on to the next stage of its development following our conversion to a charitable business in 2016. This change was programmed as part of our 30 year business plan and enables us to keep rents as low as possible, and to continue building affordable homes for local people. We are also building new homes for market sale and, as a charity, any profits we make are used solely for the benefit of providing new affordable homes for local people. This is critical to help us continue to challenge the chronic shortage of affordable homes in North Devon.

Our aim as an independent local business is to work together to create communities where people want to live. We have been working with many customers to help us improve and develop our services. My thanks go to the many volunteers from our customer bases, who work so hard on behalf of everyone to help keep the business working effectively, and one which customers and staff feel proud to be part of. We have posted some of our best satisfaction scores recently, and we continue to look at ways to improve our service to our customers.

We also continue to improve and develop our business for the community and ensure that much of our work is undertaken using local contractors, suppliers and a whole range of local partners, with whom we have built up a great working relationship. We now turnover £18m, employ 120 staff and work with many local businesses, helping us to ensure we make a real difference.

I was particularly pleased to see the excellent work of our Youth Team who are completing some amazing activities with our younger customers, including a film project, and helping out across our communities.

I hope you continue to see the benefit of being part of North Devon Homes and I look forward to catching up with many of you at the Summer Fayre, which is always a great event and one where many customers, staff, contractors and partners all come together to have some fun.

**Martyn Gimber**  
Chief Executive





## Join us for some Summer Fayre fun!

**This year's North Devon Homes' Customer Summer Fayre is taking place on Tuesday 31st July at Barnstaple Rugby Club between 11am and 3pm.**

Your invitation to this year's event is included in this newsletter. You can register online through our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk) or on our Facebook page or by calling us on 01271 312500 to book your places.



This year there will be laser quest, a petting farm, magic mirror selfie photobooth, the gunge tank, the wrecking ball, donkey rides, climbing wall, martial arts demonstrations, science workshops, animal encounters with Really Wild Learning, giant inflatable jungle land, performances by Yazy and lots of stalls. We are also very excited to announce that we have some special guests attending - Catboy and Owlette from PJ Masks!

The event is free to attend for all our customers and your entry pack will include a picnic lunch and vouchers for activities making this a really great day out.

There is limited parking this year so please let us know if you can catch our free bus. We are looking forward to seeing you there for another fantastic, fun and informative day!





## Welcome to Taw Wharf

We are excited to confirm that North Devon's highly anticipated new housing development at Anchorwood Bank will be called 'Taw Wharf'. The name references the local history and riverside location of the site, and also reflects our aspirations for this unique development which will help create a new neighbourhood set in the heart of Barnstaple. The housing development forms part of the wider regeneration of the whole site which will also include an area for shopping, eating and relaxing.

We are working with our partners Pearce Construction to deliver this exciting new housing development. Building works are progressing well, having commenced from the centre of the river fronted area of the site and then working towards the new bridge. The steel frames for the first waterside apartment blocks are being installed and footings for the first ten houses are starting to take shape.

The housing will be developed in 5 phases over a 4 year period; phase 1 of the development will consist of 42 new homes; 37 homes will be for outright sale and 5 new homes will be for shared ownership, where a minimum of a 40% share will be for sale.



The first new homes will be ready for occupation from spring 2019 and will be a mix of waterside apartments and town houses set within 4 to 5 storey buildings, offering stunning views across the Taw estuary and the surrounding countryside. These new homes will provide opportunities for luxury waterfront living set within the heart of Barnstaple and offering many of the benefits of urban life, whilst their riverside location gives easy access to the beautiful North Devon coastline and countryside.

Any profits we make from the sale of new homes will be reinvested into the provision of affordable homes in the local area for people who need them in the future. This landmark regeneration project reflects our commitment to, and vision of, investing in the local area and creating communities where people want to live.



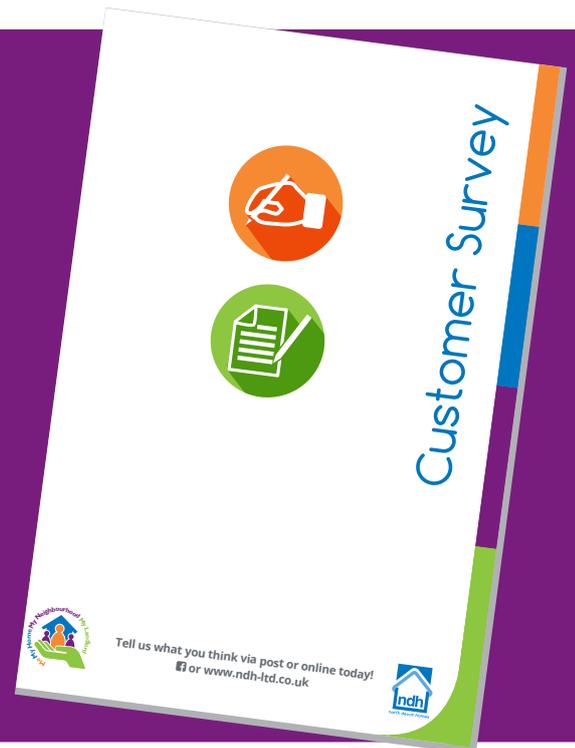
# Customer Survey - Have your say

In June we will be sending out a survey to all our customers to find out what you think about the services we provide.

We aim to offer the highest standard of service at all times. Your feedback will help us to understand what works well for our customers and where you would like us to focus on improving our services.

Please take a few minutes to complete the survey; your feedback is really important to us and will be used to help improve our services for the benefit of all North Devon Homes' customers.

**The survey will also be available to complete on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk).**



## Highest Governance Rating achieved by North Devon Homes



In April 2018 the Regulator of Social Housing confirmed an upgrade of North Devon Homes' Governance rating to a G1. This brings our overall ratings as defined by the Government Regulator to a G1 for Governance and a V1 for Viability, which are the highest grades achievable. These ratings are important as they demonstrate how well the company is run and how financially viable we are into the long term. Having a good rating helps us to bid for grants, raise finance and drive inward investment into the region. This, in turn, enables us to build more affordable homes and keep rents low. The rating review was undertaken following the appointment of the new Board and the company's conversion to a Charity last year.

Chief Executive of North Devon Homes, Martyn Gimber, said "I am delighted that we have received an upgrade following all the hard work and the establishment of the new skills based board. Together we have developed a strategic plan that will enable us to continue to deliver our vision of "working together to create communities where people want to live" in the North Devon area."

## Cake and colourful socks!

On Sunday 29th July our Independent Living Manager Bill Allen and our Business Improvement Analyst Lou Hunter will be taking part in Ride London; a 100 mile cycling sportive around London and Surrey to raise money for North Devon Hospice and Scope.

In May we held a bake sale and dress down day and in true cycling style wore our brightest socks to support their fundraising, raising over £140 for the two charities.



## New life-saving defibrillator installed at Medard House

A new Community Access Defibrillator has recently been installed at Medard House in Barnstaple, thanks to a community fundraising effort coordinated by members of North Devon Homes' Independent Living Team.

The Community Access Defibrillator is located on an external wall outside the Medard House office, and is available to help treat anyone nearby suffering from emergency heart conditions, such as cardiac arrest. This is an asset for the benefit of both the people who live at Medard House, and also the wider local community and general public. The defibrillator has been accredited by the South West Ambulance Service, which means that it is registered on the South West Ambulance Service system as a source of immediate life saving care equipment in emergency situations.

Members of North Devon Homes' Independent Living Team led a fundraising campaign to make the installation of the new defibrillator equipment possible. They successfully applied for a grant from the British Heart Foundation, meaning that the



machine, usually priced at £1,000 could be purchased for £600. Barnstaple Round Table kindly donated £504 to install a heated cabinet for the machine to be housed in, which was kindly fitted free of charge by James Electrics. Generous donations were also received from Alexander Social Club for £300 and Sticklepath School Bingo Club for £500. Further funds that have been raised through events such as table top sales and customer donations will be used to maintain the life saving equipment, and purchase replacement pads in the event of the machine being used.

## Bright Star Awards for Support Officers

Three Support Officers from our Independent Living Team have recently received North Devon Homes 'Bright Star' awards. These awards recognise where members of staff have gone above and beyond to deliver a great service for our customers.

The three received their awards for demonstrating compassion, commitment, determination and resourcefulness in response to the following situations:

- A communal heating failure at Mariners necessitated checking all customers' welfare, providing alternative heating where appropriate and coordinating North Devon Homes' response to ensure the best possible

outcome from a potentially risky situation.

- Supporting an urgent move for a vulnerable client who started to present a real safety risk to themselves and others.
- Supporting customers with a hoarding tendency to reduce clutter and therefore risk to themselves and other customers.

At North Devon Homes we like to recognise and celebrate where our staff have excelled, and congratulate our three Support Officers for their achievement.



# Could you become a Dementia Friend?



The Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition.

A Dementia Friend learns a little bit more about what it's like to live with dementia and then turns that understanding into action - anyone of any age can be a Dementia Friend. The programme is about learning more about dementia and the small ways you can help. From telling friends about the Dementia Friends programme to visiting someone you know living with dementia, every action counts and simple approaches can help to make a real difference.

As a progressive landlord who can support people living with dementia through our Independent Living Service, North Devon Homes is supporting the Dementia Friends initiative. We recognise the potential impact of dementia on our customers and their family members. Dementia is becoming more prevalent, and, as the population ages, an increasing number of people will be living with the condition. Through our work we want to support Dementia Friends' aim to prove that it is possible to live well with dementia and that meaning and joy are achievable. We are keen to work in partnership with local organisations to help to deliver this.

**If you would like more information about the initiative and how you can get involved please visit the Dementia Friends website [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)**

## Free WiFi and internet access installed at Medard and Mariners

Customers living at our Medard and Mariners sheltered schemes are benefiting from a digital inclusion pilot project, which aims to increase internet access and develop digital skills and confidence, by providing free WiFi and an internet access point in communal areas.

The WiFi and internet kiosks were installed by Social Telecoms and will benefit customers living in around 120 homes across the two sheltered schemes. The kiosks contain large touch pad tablets which have buttons preloaded and displayed for frequently used websites and services including North Devon Homes' services, Devon Health and Social Care, Facebook, Citizens Advice, North Devon Council and BBC news. Support Officers based at the sheltered schemes will work as 'Digital Champions' to develop digital skills, provide advice and build confidence.

The project was launched in response to findings that a low percentage of customers living on the schemes had access to the internet, with many feeling 'left behind by

technology' and wishing to become more digitally literate to use technology for particular purposes, especially hobbies and interests, keeping in contact with friends and family and accessing services.

The project aims to empower customers by providing opportunities for self help through online services. In addition, the free WiFi and internet access kiosks have been installed in communal areas to encourage peer to peer contact to build a digitally supportive community and so reduce social isolation, which, in turn, improves health and well-being.



# Apprenticeship for Abbie

We have recently appointed Abbie Godliman as Asset Management Administration Apprentice. Abbie will work within the Asset Management team for four days a week with one day at Petroc, completing an NVQ Level 2 in Business Administration.

Abbie will be assisting the whole of the Asset Management and Home2Home teams with daily administration activities, gaining valuable knowledge and experience. Abbie says' "I am pleased to have secured an apprenticeship with North Devon Homes because it has allowed me to gain experience working in an office environment which I haven't done before, as well as gaining an extra qualification that I can then use in the future."



## Liberty Gas - Gas Servicing and Response Repairs

Following a recent tendering exercise Liberty Gas has been appointed as the new gas contractor covering all Gas Servicing and Response Repairs.

Liberty Gas took over the contract from Robert Heath Heating on Tuesday 27th March.

As part of our offer to ensure value for money the gas engineers will now cover issues with the hot water distribution system as well as the boiler and gas pipe work. They will also be carrying an improved van stock of parts specific to the boilers installed in customers' homes. This will mean an improved service to our customers with fewer visits from contractors, and an increase in first time fixes on response repair issues.

All the engineers have moved across from Robert Heath Heating to Liberty Gas so you will continue to see the same familiar faces for any gas servicing and response repairs visits in your home.



## Marathon for Sharon

In April our Development and Regeneration Officer, Sharon Hayne ran the London Marathon, completing the course in 5 hours and 40 minutes.

Sharon ran in aid of the Calvert Trust, a charity which provides outdoor activities to enable people with disabilities of all ages to develop new skills, build self confidence, increase independence and start new friendships. Activities include horse riding, climbing, archery, zip wire, bush craft, kayaking and sailing.

Sharon raised a fantastic final total of just over £2,000 for the Calvert Trust.

As well as raising valuable funds for the charity, Sharon also decided to run the marathon to celebrate her 40th birthday.

**Congratulations Sharon on your amazing achievement!**

# Fire safety

At North Devon Homes we undertake a programme of fire risk assessments by engaging with experts in fire risk management. Fire risk assessments inform us on how best to prioritise work to maintain and upgrade fire safety features within our properties, as well as to remain legally compliant. Common findings of these fire risk assessments are quite basic things we can all do to improve fire safety for ourselves and our neighbours, such as:

- Keep exit routes clear of obstructions.
- Do not wedge open fire doors.
- Do not remove self closing devices on flat front doors.
- Report any defects to your flat front door (which forms part of the fire protection for yourself and everyone in the building).
- Test your smoke alarm once a week.
- Do not overload electrical sockets.
- Take pans off the heat if you leave the kitchen.
- Make sure you understand the Fire Emergency Procedures for your building.

We collaborate with Devon and Somerset Fire and Rescue Service to ensure we have up to date information on fire safety, and that the response to any fire emergencies is as swift as possible.

Fire Risk Assessments were undertaken during April 2018 on all our properties with communal areas; we will now implement the recommendations made by these reports.

The Fire Service Community Safety Team provides Home Safety Visits which are available to all tenants. **If you would like to speak to one of their advisors and arrange a free Home Safety Visit please call 0800 05 02 999 or text 07800 00 2476.**



## Legislation update

The Data Protection Bill will introduce new **General Data Protection Regulations (GDPR)** into law from the **25th May 2018**.

To see what information we collect and process, as well as other important information about your privacy, please see our **Privacy Policy** which is available to view on our website, or you can request a copy from [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk).

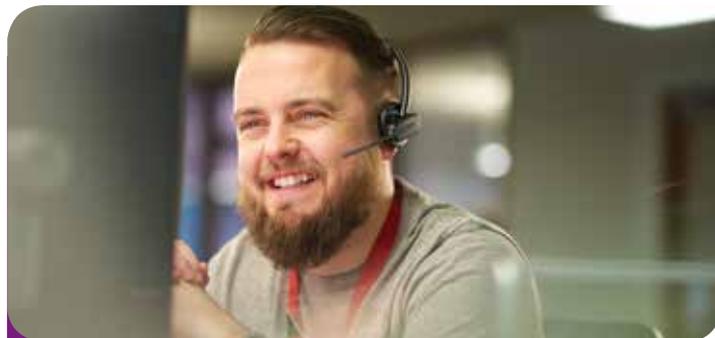
Our Privacy Notice will be reviewed and updated periodically, so please always check you are looking at the latest version published on our website.

# New mobile working system

We are investing in a new mobile working system which will enable our Home2Home repairs service to be more efficient meaning that you will receive an improved repairs service from us.

We are streamlining how we work, getting rid of paper tickets to move all the information online. This will enable us to track how jobs are progressing live, and identify the locations of our operatives so we can divert those located nearby easily to emergencies.

The new mobile working system also has an integrated text messaging service. This will have the option for us to alert customers to imminent repairs, for example, we can send a text message to you the night before the operative will visit your home to do the repair work, or when operative is on their way.



## Are your contact details up to date?

To enable you to benefit from this new improved mobile working system we will need an up to date record of your mobile phone numbers.

If you have recently changed your phone or you are unsure whether you have provided us with a mobile number, please let us know your up to date contact details by emailing [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk), filling out the enquiries form on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk) or calling our Customer Care team on 01271 312500.

# Changes to repairs letters

From April 2018 we will no longer be sending letters to customers reporting a repair to confirm works details and level of priority. This information will be communicated to customers by telephone or email.

In addition, we will be introducing a new Repairs Feedback Leaflet which will be given to customers by the works operative once the repair is completed. This will enable customers to provide us with their feedback on the repairs works undertaken in their home. The information will be used to ensure we are providing a high quality repairs service to our customers and to make any necessary improvements.

It is hoped that this change will provide a more efficient service and clearer communications to our customers in relation to repairs works on their homes.





## Growing the Home2Home team



We have recently increased the size of our Home2Home team to provide you with a better in-house repairs service. Our customers have told us that having an efficient repairs service is a top priority. This investment will improve the level of service you receive from us and offer you a wider range of services.

We have recruited new operatives to complete our own bathroom and kitchen installations. We are also undertaking larger building repair works, fire door repairs and replacements and completing disabled funded grants improvements to bathrooms for North Devon Council within our own properties.

## Aids and adaptations - Occupational Therapist referrals

Have you been advised by your Occupational Therapist that you require an aid or an adaptation to your home?

We have had some instances recently where contractors have been working on our properties without our knowledge, installing minor adaptations to aid independent living, for example, grab rails and supports. These works have been organised by care agencies on the request of Occupational Therapists.

We would like to remind you that any work undertaken on your home must be authorised by us through our permissions process, prior to commencement. One of the key elements of this process is to ensure that contractors have the correct information relating to hazards they may encounter, specifically any asbestos containing materials. We hold comprehensive data on asbestos for all our properties, which is completely safe as long as it is not disturbed.

We are fully supportive of minor works to enable people to live independently in their properties, and will not refuse reasonable requests. However, to ensure the safety of both contractors and residents it is important to follow the permissions process.

We have made contact with the relevant agencies installing these adaptations to ensure works are carried out safely, but wish to remind you that the responsibility to ensure we are aware of proposed works lies with you, our tenant.

If you would like more information about larger scale adaptations, also known as Disabled Facilities Grants, please contact Care Direct. The process involves a referral to an Occupational Therapist who will assess your needs and recommend any appropriate works. Please call Care Direct on 0345 1551007.



# Getting ready for Universal Credit

Universal Credit begins to be rolled out across North Devon from July (later for households with 3 or more children). We estimate that this will impact around half of all North Devon Homes customers, so it makes sense to get to grips with the basics of how Universal Credit will work.

This is a new benefit for working age people that brings together Income Support, JSA, ESA (income related), Housing Benefit and Tax Credits. So if you are on one or more of these benefits at the moment, you will move over to Universal Credit at some point over the next few years. Some examples of the sorts of things that can trigger a new claim for Universal Credit are:

- Your partner was the claimant for Housing Benefit and they have left the household or passed away.
- You've been on ESA but have been found fit for work.
- You've been on Income Support as a lone parent and your youngest turns 5.
- You've finished work and would otherwise have been making a claim for Job Seekers Allowance.
- You're on tax credits and you either become a couple or separate from your partner.

There are lots of different circumstances that can mean making a new claim for Universal Credit. The Department of Work

and Pensions will be able to point you in the right direction.

## Key features

- Claims are made and managed online. You will have your own online account.
- A single monthly payment is made direct to you into your bank account.
- Your housing costs will be paid direct to you and you will then need to pay your rent to North Devon Homes.
- It takes about 5 weeks from the beginning of your claim to receive your first payment. You can get an advance payment if you are struggling to make ends meet during this time.
- Each claimant will make an agreement, called a 'claimant commitment' which will set out what you must do to be able to claim Universal Credit. For couples, each will have their own claimant commitment.

If you struggle with any aspect of your claim you should contact your Work Coach at the Job Centre. You will be able to do this via your online account. Get in touch with our Income Team straight away if you are moving onto Universal Credit. We can help if you are struggling to pay your rent or need any information about your housing costs.

## Payment App

We have a handy new way to pay your rent. The Allpay app is available for Apple, Android and Windows phones. It can be downloaded for free. You will need the 19 digit payment reference number that appears on your rent card in order to set up payments to North Devon Homes. **If you don't know your payment reference number, just give us a call on 01271 312500 or email [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk) and we can let you know what this is.**



## Self-employed?

If you are self-employed you can still get Universal Credit if you are on a low income. You will need to report your earnings every month and make sure you keep careful business records. If you work less than 35 hours each week and/or are earning less than the national minimum wage, it's worth reading up on how the 'minimum income floor' rules might affect you at [revenuebenefits.org.uk](http://revenuebenefits.org.uk). The Citizens Advice Bureau also has some good examples of how this will work, please visit [www.citizensadvice.org.uk/benefits/universal-credit/before-you-apply/self-employed](http://www.citizensadvice.org.uk/benefits/universal-credit/before-you-apply/self-employed)

## Rent due dates

Your rent is due every Monday for the coming week. If you prefer, you can pay every two weeks (for the coming two weeks) or every month (for the coming month). Remember, if you have housing benefit paid direct to North Devon Homes then this is paid 4 weekly in arrears. To keep you up to date we will ask you to make a payment so that you don't go into arrears at any time. If this would be a struggle then you can make smaller installment payments to gradually bring your account up to date.

**Rent Due!**

## Useful Contacts

Government Services and Information

[www.gov.uk](http://www.gov.uk)

Citizens Advice

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
03444 111444

Housing Benefit

[northdevon.gov.uk/benefits-and-grants/housing-benefits](http://northdevon.gov.uk/benefits-and-grants/housing-benefits)  
01271 388877

National Debtline

[www.nationaldebtline.org](http://www.nationaldebtline.org)  
0808 808 4000

StepChange

[www.stepchange.org](http://www.stepchange.org)  
0800 138 1111

## Gov.Uk

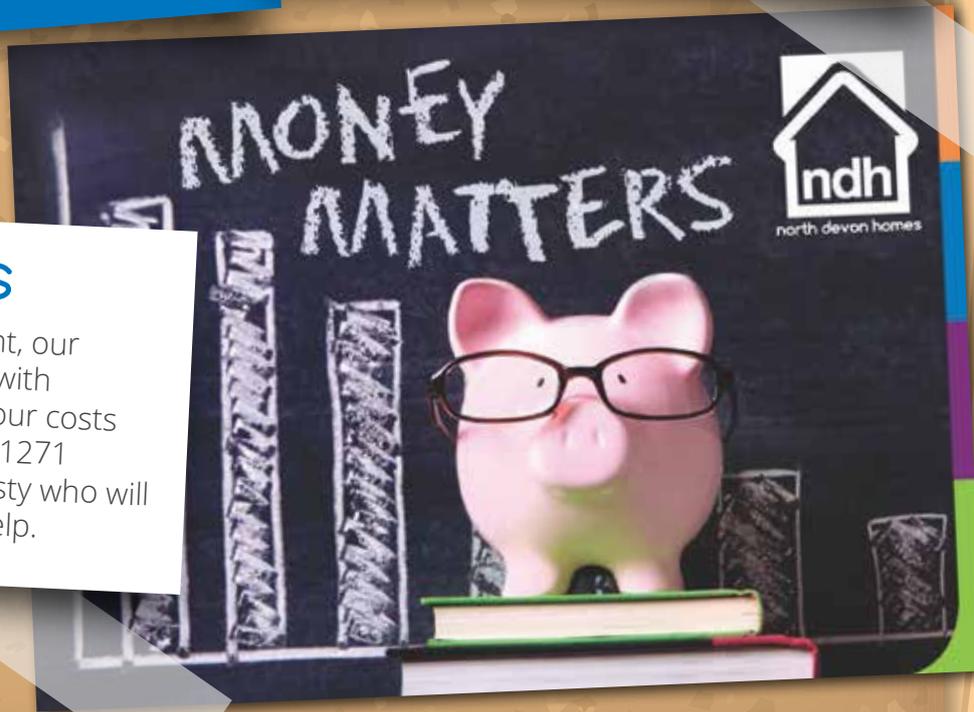
## Verify Service

The Gov.UK Verify service is a quick and easy way to prove your identity and access government services online. This will help if you need to claim Universal Credit or access other services such as checking your State Pension or filing your tax return.

Please visit [www.gov.uk/verify](http://www.gov.uk/verify)

## Money Matters

If you are struggling to pay your rent, our Money Matters team can help you with maximising your benefits, cutting your costs and dealing with debts. Call us on 01271 312500 for a chat with James or Kirsty who will be able to see what we can do to help.



# Customer Involvement Activities

## Local Conversations

In January 2018 staff and customer volunteers visited people living in the Wrafton area. During the day we spoke to 50 customers on the door step listening to their views about the services we provide. In particular customers were asked about the permission process to feedback into the C90 group.

During the Easter holidays staff, customer volunteers and young people from the Bridging the Gap Project visited people living in the Ilfracombe area. They spoke to 40 customers to find out what matters to them and asked questions about recharges, the customer handbook and the online services.

Following feedback from the event a clear up day has been organised for Queens Avenue on Thursday 21st June 2018 between 10 a.m. and 3 p.m. If you live in the area please come along and join us!



## Focus groups

Fun and interactive focus groups have recently taken place at our head office. Customers who attended looked in detail at the permission process, pet and occupancy policy and recharges. Customers' opinions and recommendations have been fed back to the C90 group. Thank you to all customers who attended and helped reshape the policies for all customers.

More focus groups are planned for the future and all customers are welcome to attend. Refreshments are provided and free transport can be arranged if required. Please contact our Customer Involvement Officer, Tracey, if you would like to get involved in future focus groups.

## Scrutiny Panel

Our Scrutiny Panel have been busy carrying out a detailed review for C90 on the Customer Handbook. They have studied 32 other housing association websites to identify good practice, and how we can improve our handbook and our website to benefit our customers.



Thank you to Scrutiny for all their hard work.

## Digital customer event

In March we held a Digital Customer event at Mariners, Braunton. Customers who attended enjoyed a hot drink, a pasty and some cakes. Cosmic were available to offer tips on how to get online and to show customers the new kiosk which they can access for free to use the internet. South West Water attended and gave advice to customers on how to save money on their water bills and James, our Benefits Liaison Officer, was available to offer advice on benefits and money saving.





## Wrafton coffee mornings a huge success

Following requests and feedback from customers at the Wrafton Local Conversations event, a regular monthly coffee morning has been set up for residents. We would like to say a big thank you to Heanton Punchardon Parish Council for their generous donation of £120 to help fund the coffee mornings. All residents living in the area are welcome to come along and enjoy a chat, hot drink and some cake and will receive a warm welcome from our Community Involvement team. Future dates will be advertised on local notice boards and on our facebook page or you can contact Tracey on 01271 313384.



## Update from the C90 Chair Dawn Ash

I am pleased to announce that the work C90 is achieving has been recognised nationally which has resulted in us being finalists at the Chartered Institute of Housing UK Housing Awards 2018 for Outstanding Approach to Tenant Involvement.

This is a huge accolade for NDH recognising our new approach to customer involvement at a national level.

Myself and Marc Rostock, Director of Neighbourhoods were very proud to represent our customers at the London awards ceremony in May to collect our finalists certificate.

Thank you to all customers who have joined us and taken the time to tell us your valuable feedback. **If you would like more information on getting involved please contact Tracey Williams on 01271 313384 or email on [tracey.williams@ndh-ltd.co.uk](mailto:tracey.williams@ndh-ltd.co.uk).**

## C90 update

The C90 Group (comprises of Board Members, the Executive team, customers and staff) meet every 90 days working together to look at performance information, different services provided to customers and identify what is working well and what areas potentially need improving. After every C90 meeting various customer involvement activities are organised to listen to customers. The results from these are then shared with the C90 group at the next meeting and actions agreed.

C90 aims to consult 100 customers each 90 days and during the last quarter we consulted with 107 customers which ensures a good representation of customer feedback to influence decisions.

### The C90 group have worked on:

- Permission process for customers and made improvements on how we deal with permission requests. They have listened to customers and identified a fair process



for all customers. Retrospective permission procedure and leaflets/letters are still being worked on.

- Recharge policy – customers have been consulted on the fairness of the policy and made some recommendations.
- Digital/social media – Cosmic attended the last C90 meeting and gave a presentation about social media. Customers have been consulted and have been letting us know how they use the internet and how they would like us to communicate with them – this information will help us set up a Digital Plan for customers.
- A regular look at performance figures and recommend improvements.



## ‘Golden Globes’ awards nights

In celebration of all the achievements made by the young people over the past year, ‘Bridging the Gap’ held “Golden Globes” style awards nights at the Slade Valley Vision Centre, Ilfracombe and Whiddon Valley Community Centre in Barnstaple.

The event was hosted by young people with their Youth Management Team selecting 20 categories for awards including Young Leader of the Year, Role Model and Outstanding Contribution. All winners were voted for by the young people.

The halls were decorated in true award ceremony style, and the staff and many of the young people attended the ceremonies in smart dress befitting the occasion. The Ilfracombe Rotary donated money for the evening which funded the trophies, food and decorations.

The atmosphere throughout the evening was electric, there were smiles all round and the young people were so supportive of each other, cheering and applauding each nominee whether they were the winner or runner up. We would like to say a big thank you to all the businesses in Ilfracombe and Barnstaple who were very generous in their donations for the raffles that were held at the end of each evening.



## Royal Marine Commandos visit

In March two members of the Royal Marine Commandos visited Bridging the Gap to talk to the young people about what it takes to be a marine and show them examples of the kit that they use.

## Chefs for the day!

In April members of our Bridging the Gap young people's project were 'Chefs for the day' at an event held at Whiddon Valley Community Centre, Barnstaple.

10 young people completed a workshop which involved choosing recipes for a starter, main and a pudding, going to the supermarket and buying the ingredients within budget, and then preparing and cooking the meal.

They made a delicious 3 course meal which they all sat down and enjoyed together.



## Young film makers hold Willy Wonka themed movie premier



In March young people and staff from our Bridging the Gap project held a Willy Wonka themed movie premier style event at Ilfracombe Embassy Cinema to showcase "Behind the scenes", a film starring the young people, which they also wrote and produced themselves.

Young people and staff dressed as characters from Charlie and the Chocolate Factory and the Embassy Cinema was decorated with colourful sweets, lollipops and chocolates that were handmade by the

young people during their weekly youth club meetings.

The film was created as part of a project working jointly with the Plough Arts Centre and Ilfracombe Embassy Cinema and was funded by the Lottery's Awards for All.

Around 50 young people were involved in the project which aimed to use drama and film to develop important life skills such as problem solving, team work and communication and also to help build confidence and self esteem, encouraging young people to overcome fear and shyness.

The project initially started as a drama group which, led by the young people, developed into creating a film about their youth club using a Willy Wonka theme. The footage was then edited by Sophie Hatch from the Plough Arts Centre.

The young people worked really hard on the project and had lots of fun along the way.

## Completed Developments

This financial year saw the completion of:



### Sea King Close, Goodleigh Rise

In March 2018, we successfully received handover from Wainhomes of 5x 2 bedroom family homes and 2x3 bedroom family homes. We are due to receive the remaining flats and 5 houses from Wainhomes in June 2018.

### Gorwell, Barnstaple

In April 2018, we received handover from Pearce Construction of 23 properties at Gorwell, Barnstaple. Harman Court will provide 3x 3 bedroom homes and 4x 2 bedroom flats. Goodleigh View will provide 4x 3 bedroom houses and 12x 2 bedroom flats.



### Churchill Crescent (Churchill Court)

Churchill Crescent (Churchill Court) was completed in early March 2018. This development provides 4x 2 bedroom affordable homes and 3x 3 bedroom affordable homes for the local area of South Molton.



### Church Grove (Church View)

Church Grove (Church View) was completed in mid January 2018. This site provides 4x 2 bedroom affordable homes for the local area of Newport.



### Kingsway Bungalow

Kingsway Bungalow, which is located in South Molton, was completed in April 2018. This is a 2 bedroom property which is currently on the open market for outright sale.

### Crookmans Close, Goodleigh Rise

We received a phased handover of 14 new properties from Wainhomes. In February 2018 we received handover of 4x 2 bedroom homes and a 1x 4 bedroom family home. In March 2018 we received handover of 3x 3 bedroom homes, 2x 2 bedroom homes and 4x 1 bedroom flats.



# Current Developments

## Lamaton Park

February 2018 saw the demolition of the existing Lamaton Park site. The scheme will be replaced with an exciting new development, providing 33 affordable homes for people over 55. This development will provide adaptable homes which are able to support a range of health and well being needs over a person's life time. The site will also include a sociable hub area for its residents and the local community to enjoy and is due to be completed in August 2019.



## Jordan Close

We are pleased to announce that Pearce Construction have been awarded the contract to build 3 new affordable homes at Jordan Close in Barnstaple. The development comprises of 1x 3 bedroom family home and 2x 2 bedroom bungalows. Works are progressing well on site with excavations and concrete foundations for all plots now complete. This site is due to be completed in December 2018.

# Future Developments

## Beaufort Walk

We plan to redevelop 2 blocks of flats at Beaufort Walk in Barnstaple. We have been working closely with our customers at Beaufort Walk to support their successful relocations to new homes in the area. Following extensive design work on a new scheme to replace the flats, we are now liaising with North Devon Planning Department in order to gain planning permission. Works are due to commence in early 2019 to provide much needed affordable homes for the area.



## Taw Wharf

Building works have now commenced for this exciting new housing development set in the heart of Barnstaple which will provide 26 affordable rented homes, 11 homes for shared ownership and 135 homes for outright sale.

**You can read more about this development on page 4 of this edition of Home News.**



## Would you like to get involved in a Community Clear Up Day?

During the summer we will be holding a series of 'Clear Up Days' in the north Devon area. Dates for these events are:

**Queens Avenue, Ilfracombe**  
Thursday 21st June

**Slade Valley, Ilfracombe**  
Wednesday 25th July

**Gorwell and Frankmarsh, Barnstaple**  
Thursday 9th August

**Forches, Barnstaple**  
Thursday 16th August

During each of these events we will be working with local partners and residents litter picking, hedge and weed trimming, collecting unwanted household goods and giving each area a general tidy up.

There will also be a recycling area at each event for people to dispose of unwanted goods or to browse to see if there is anything that they may like or need to take away.

Refreshments will be provided for everyone who takes part. If you would like to be involved or find out more information about these events, please contact our Customer Involvement Officer, Tracey Williams or our Neighbourhoods Team on 01271 312500 or email [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk)



## Easter High Tea and Quiz

An Easter High Tea & Quiz afternoon was held at Medard House, Barnstaple in March. The winning team were 'The Easter Bunnies' - congratulations everyone!



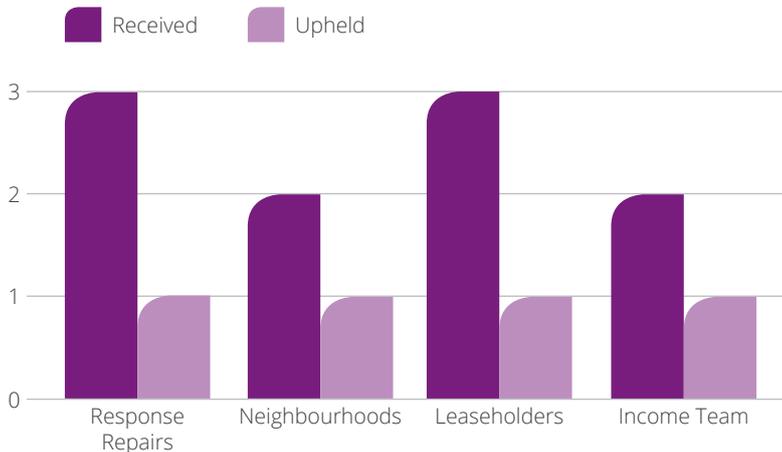
# Complaints and compliments

September 2017 to March 2018



## Customer Care Team welcomes new member

We are pleased to announce that Mark Goulding recently joined our Customer Care team as a Customer Service Adviser. Mark has worked in front line roles for a variety of different organisations and brings a great deal of knowledge and experience to Team NDH. Mark says 'I'm really pleased to be joining such a strong team in a local organisation, and being able to help our customers in the communities we serve'.



Complaints received



Complaints upheld



Stage 0/informal complaints resolved straight away



Compliments received

## Ways to pay

If you need to contact us to make a payment we have some quick and easy options that are available 24/7, meaning that you can do it at a time which is convenient to you.



Online via our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk) using our secure online payment service Allpay.



Using the Allpay app which is available to download for free for Apple, Android and Windows smart phones at [www.allpay.net/app](http://www.allpay.net/app).



24 hour debit and credit card payment line. Please call 0330 0416497 quoting your payment reference number – calls cost 3p per minute.

## Need to contact us? Try it online

If you need to contact us we have a number of online and digital options available. They are quick and easy to use – why not try them the next time you need to contact us?

We have a dedicated member of staff dealing with enquiries made via our digital channels each day. We endeavour to respond to enquiries within 24 hours (our policy is to respond to your enquiry within a maximum of 48 hours).

[www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)





## Out of hours repairs - what is classified as an emergency?

We aim to provide all our customers living in our 3,200 homes with a great repairs service. We provide an out-of-hours response service for genuine emergencies. Sometimes we're called out to fix something that's not a genuine emergency, costing money and stopping us from helping someone else in need.

Please remember only genuine emergencies will be dealt with out-of-hours. We rely on the information provided to us by customers when they report the repair. If we attend and a call-out is not deemed a genuine emergency, the costs incurred could be charged to the customer. This list clarifies how and when we class a repair as an emergency.

Emergencies are deemed to be incidents where there is a health & safety risk to residents and / or the property.

We'll attend to the following outside our usual opening hours, which are after 5pm and before 8.30am Monday to Friday, or on a weekend or Bank Holiday. These instances all have a 4 hour response time.

- Major floods / leaks
- Complete power failure
- Fires
- Activated CO Alarm

- Gas leaks
- Faulty Smoke Alarm
- No heating (vulnerable customers only)
- Insecure property – broken doors or windows
- Lockouts / broken locks / lost keys
- Unsafe structure / property / fence
- Electronic Door Entry on designated supported or sheltered housing
- Fire Alarm
- Person trapped in a lift
- Drains – blocked or up / back surging
- Car or person locked inside a garage that customer cannot open

In addition the following are classed as emergencies and have a 24 hour response time:

- Blocked W.C. (if only 1 in the property)
- Containable leaks
- Beeping smoke alarm (not activated)
- Total loss of communal heating
- Total loss of electricity
- Total loss of water

**Out of hours emergency repairs can be reported by calling 0800 9170 619 or 02037 013573.**



## Competition Winners

Janet Ackland won our wordsearch competition.

Poppy Shaddick-Banwell won our 'Guess how many snowmen' competition.

Congratulations!



## Pitch in a pound

In February we held a bake sale and a dress down day to support North Devon Hospice's Pitch in a Pound day raising £110.45 for the charity.

## Donation to Slade Valley Youth Club

In April our Bridging the Gap young people's project received a generous donation of £800 from One Ilfracombe. The money was allocated from a Crimebeat funding grant One Ilfracombe were awarded by Devon Community Foundation, which aims to support young people and families with a view to reducing anti-social behaviour.

The money will be used to purchase a pool table, a table tennis table and a number of other smaller games for young people at the Slade Valley Youth Club.



## Ilfracombe Ladies Circle

In March, Angie May from the Ilfracombe Ladies Circle, donated £100 to our Bridging the Gap Young People's Project.

A huge thank you to the group for their donation - your support for our young people's project is really appreciated.



## Cancer and Wellbeing Centre Appeal

In January we held a Health Fair which raised £357.35 for the Over and Above charity's Cancer and Wellbeing Centre appeal.



# Summer Wordsearch Competition

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

- |            |          |          |
|------------|----------|----------|
| SUMMER     | ICECREAM | HOLIDAY  |
| BEACH      | SURFING  | TRAVEL   |
| BUCKET     | WATER    | SWIMMING |
| SPADE      | KITE     | FAYRE    |
| SANDCASTLE | SUNSHINE | SUNHAT   |

**How to enter:**

Fill out the form and send it to the address below by 03/08/2018 for a chance to win a £15 cinema voucher.

Name .....

Age .....

Address .....

.....

..... Postcode .....

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

## How Many?

**How many seashells (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 03/08/2018 for a chance to win a £20 voucher.

No. of seashells: .....

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

Name .....

Adult  Child

Address .....

.....

..... Postcode .....

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

Rowan Summers, North Devon Homes, Westacott Road, Barnstaple, Devon EX32 8TA by 03/08/2018