

HOME NEWS

Summer 2015

Written in partnership by
customers and staff of
North Devon Homes



Working together to create communities where people want to live

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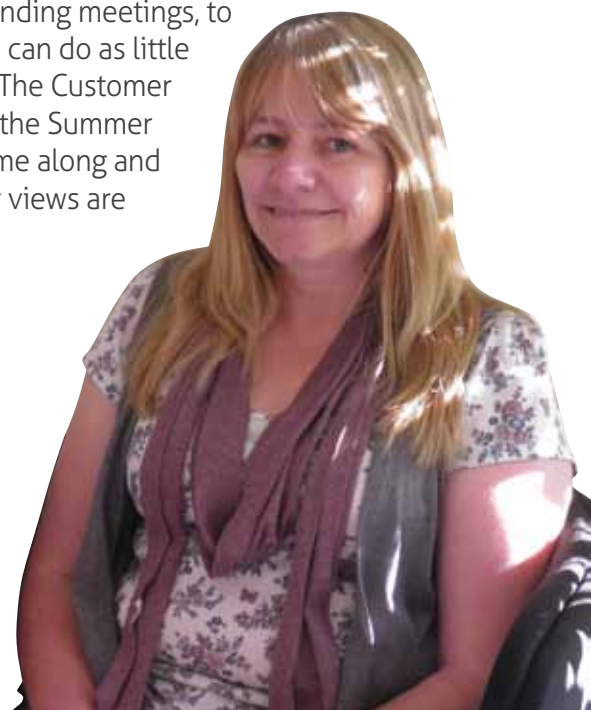
Welcome to the summer edition of Home News!

I would like to introduce myself. My name is Dawn Ash and I am the new Chair of the Customer Forum. It was a real honour to be elected Chair of the Forum in March and I look forward to representing customers and working on their behalf, alongside North Devon Homes, to help shape and improve our homes and the services that we use. I have worked with North Devon Homes for a few years now and am involved in many groups and am a Customer Board member. One of my main aims is to increase the customer voice in the management of North Devon Homes.

I would like to take the opportunity to thank the outgoing chair, Francis Gott, for all his hard work and dedication over the last few years. Although standing down from the Chair's position, Francis will still remain a member of the Customer Forum and other groups.

This edition of Home News, brings you news and updates from North Devon Homes. Please remember that this is your newsletter and if you have any articles that you would like to include in the next edition, please contact Rowan Summers or me on 01271 313384. We would like to get more people involved in helping make decisions that affect us all. There are many ways that you can be involved, from attending meetings, to taking part in surveys, and you can do as little or as much as you want to do. The Customer Forum will be having a stall at the Summer Fayre on 29 July, so please come along and have a chat with us - customer views are always welcome.

Dawn Ash
Customer Forum Chair



Front cover image: Children at last year's Summer Fayre give it a big thumbs up! Further details of the event can be found on page 4



Charity begins at North Devon Homes

North Devon Homes Limited converted to a Charity on 1 April 2015 following a consultation with customers in 2014. This change will not have any effect on the way we deliver our business or on the services we provide to customers.

The Company converted to Charitable Status to ensure that all our assets and income are used solely for the benefit of our customers. In undertaking the conversion we are able to take advantage of tax and VAT efficiencies that will help keep rents affordable, provide funding for new homes and protect the services we offer you.

Board News

We have some new additions to our Board with the appointment of Sarah Maylor, Head of New Business at Yarlington Housing Group, who is a co-opted Board member. A warm welcome to Sarah. We also welcome new Local Authority Board members Cllr Faye Webber, Cllr Jeremy Yabsley and Cllr Brian Moores.

We have received the resignations from Jane Tomlin and Tracey Richmond; and Local Authority Board members Cllr Sue Haywood and Cllr Derrick Spear, stood down from office as required at the general election.

A big Thank You to all of them for the valuable contribution they made when on the Board, which is gratefully acknowledged.



Sarah Maylor



Cllr Faye Webber



Cllr Jeremy Yabsley



Cllr Brian Moores



Homes & Communities Agency

Governance Update

Our housing sector is regulated by the Government through the Homes and Communities Agency (HCA). North Devon Homes uses public grants where it can to help build new affordable homes and it has to uphold strict governance and regulatory requirements to operate as a registered landlord and use public money.

North Devon Homes is pleased to hold the highest governance and viability ratings from the HCA.

There is no time to rest on our laurels though! The HCA has significantly updated its governance requirements and raised the bar for all landlords as the sector is exposed to more and more risk.

The Board is working hard to ensure that we are able to meet the increased standards of the HCA and now the Charity Commissioners.

Summer Fayre

This year's North Devon Homes Customer Summer Fayre is taking place on Wednesday 29 July at Barnstaple Rugby club between 11am and 3pm. You should already have received your invitation to this fun-filled family event in the post. This year there will be a climbing wall, a photo booth, a giant inflatable slide, comedy performances, soft play, circus skills workshops, crafts, trampolines, a petting zoo, competitions and a very special guest appearance from Princess Anna, Princess Elsa and Olaf the Snowman! There is limited parking this year so please let us know if you can catch our free bus. We are really looking forward to seeing you there for another fantastic, fun and informative event.

If you have not yet registered and would like to join us on the day please call us on 01271 312500.



New Faces

Last month we welcomed **Iain Springate** our new Performance Improvement Manager. Iain will be part of the team delivering our new Corporate Plan. Iain has been Strategic Planning Officer at Exeter University since 2012 and has extensive experience in performance monitoring, process reviews, strategic planning and risk management. He is thrilled to be joining team ndh and says "I'm really excited to be joining a great team at NDH, and am looking forward to being a part of what team ndh do – making a positive difference in the area where I live!"

Louisa Robinson is our new Lettings and Allocations Officer. She has worked at John Smale estate agents and says "I was attracted to North Devon Homes as a not-for-profit company and am passionate about working on lettings in the local community." Louisa loves walking her rescue greyhound in our beautiful countryside. Welcome Louisa and Iain.



Everybody needs good neighbours

Do you have a fantastic neighbour who deserves a 'Good Neighbour' award? The Customer Forum offers an award scheme to recognise this good work. If you would like to nominate your neighbour, please write to Dawn Ash, Customer Forum Chair at our head office address giving your name and address, 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 August 2015**. All nominations are presented to the Forum and the selected winners will be presented with a certificate and £20 voucher.



New Ways to Contact Us

Technology and how we access it is constantly changing. We wish to move to a customer focused model where customers are able to view information and request a service in a variety of ways.

Our top priority is our website, which we want to make more customer friendly so that you can request information, pay rents, log repairs and obtain services online. Behind this we are also developing systems to enable our staff to access relevant information more quickly. We will be asking customers at the Summer Fayre for feedback to ensure that our website meets your needs. You will still be able to contact our Customer Care Team in the normal way; new technology will simply enhance the service we provide.

Planning for the Future

The Board, Customer Forum and Executive Team met in March 2015 to review and make final amendments to the company's new Corporate Plan for 2015-18.

The meeting was the end of a series of consultation events with staff, stakeholders and customers that began at the Summer Fayre in 2014. The Fayre is always a good place to listen and hear from customers about how things are going with North Devon Homes and get feedback on areas we could improve or do differently. Most customers seem very pleased with what we do but we always want to improve!

The new Corporate Plan will cover the next three

years and sets out what we are focusing on to achieve our vision of "working together to create communities where people want to live".



The new plan will be launched at this year's Customer Summer Fayre and we want to thank everyone for helping us plan for the exciting changes and improvements to team ndh.

Sheltered Schemes - communal areas

During February and March of this year, the communal areas of the sheltered schemes were refurbished. Some of the kitchens were modernised, new lighting installed, and rooms spruced up with a lick of paint.

Lamaton Park



The Candar



Medard House



Magdalene Lawn

Previously the conservatory at Magdalene Lawn wasn't used very much, but now this new look has meant customers are able to enjoy sitting in the sun



Mariners Close



So far the feedback from customers living on the schemes has been fantastic. We hope that customers will agree that this investment reflects our longer term commitment to our older persons' services to provide support services within a comfortable and safe environment.

Support Service

The support service is available to all our customers. As you are aware, funding for support from Devon County Council ceased in April this year but we have been working hard to preserve this valuable service for our customers. Many have signed up under the new arrangements.

The support service is available to all our customers at a small charge of £5 per week. If you require any information, please call 01271 312524.

Plumbing and Electrical Response Repairs contracts

We have recently re tendered two of our major response repairs contracts and are pleased to announce that Jed Mason has won our plumbing contract and James Electrics has won our electrical contract. Both contractors will be providing 24 hour, 365 days a year cover to all our customers. We look forward to working with these local companies.



"All of us at Jed Mason Plumbing look forward to working with North Devon Homes and their customers - offering a first class service."

"James Electrics Contracting are delighted to have been awarded the electrical response maintenance contract. We are looking forward to continuing our close and successful working relationship with North Devon Homes and aim to provide a quality service, whilst always looking at ways in which we can make improvements throughout the five year contract."



Planned Improvements

Planned Heating contracts

We have recently undertaken a procurement exercise for our gas central heating programmes, which has been awarded to Liberty.



"Liberty are delighted to be working in partnership with North Devon Homes to provide brand new heating systems to their customers."

External decoration

We're taking advantage of the good weather to ensure our external decoration programme is well underway. Our photo shows our contractor Westcountry Maintenance Services (WMS) replacing fascias, soffits and gutters in Forches Avenue.



Renewable heat created in Lynton!

North Devon Homes has invested in an innovative ground source heat pump scheme to 8 bungalows at Rock Lodge Park, Lynton. The heating system will replace a poorly performing communal oil fired heating system.

Kensa Heat Pumps Ltd has completed drilling in the first phase of work with the final phase of the project being carried out during the summer. These works will comprise of small heat pumps and hot water cylinders to each bungalow.

These heat pumps will maximise efficient extraction of energy from the ground. Ground source heat pumps are very energy efficient with every unit of electricity used (to drive the pump and compressor) producing between 3 and 4 units of heat.



The benefits to residents will be:

- Low heating bills
- Effective individual control of heating and hot water
- A renewable heat source significantly reducing the carbon footprint of dwellings
- Low maintenance and servicing costs
- No heating service charges

The scheme benefits from funding from an ECO subsidy through the Carbon Saving Community Obligation stream due to the rural location of the site. Additionally, the scheme will receive regular payments from the Government's Renewable Heating Incentive.

Biomass boilers

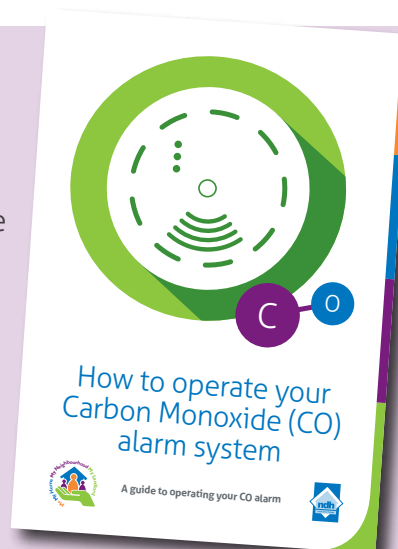
We've found an opportunity for funding to replace some oil fired and solid fuel boilers with Biomass boilers. We jumped at the chance to try out this new technology, which will bring energy savings to our customers and update some of our older heating systems. The term biomass means plant matter containing energy. The stored energy is released when it is burnt in an efficient boiler. Most biomass fuel comes from wood in the form of pellets, which is a renewable and abundant source of fuel. Any property receiving the biomass boiler will also have insulation levels checked, and upgraded if necessary, to ensure that we get the best energy performance from the property.

We hope to be reporting on the savings that these boilers have generated for our customers in the near future.

Carbon Monoxide

We are in the process of installing CO alarms in even more homes where there is gas central heating or solid fuel. This will be installed either when a property becomes void or as part of the annual smoke alarm service. We believe this is an important safety feature in any home and ask that customers assist us with our installation programme by allowing us access.

A leaflet is included in this newsletter. If you haven't received your leaflet please contact us 01271 312500.



Keep in touch with Housing Benefits...

If you get housing benefit (even if it's paid direct to NDH) you must keep the Council informed of any changes in your circumstances. So, if your income or savings change, or if anyone moves in or out of your household, give them a call on 01271 388877, email them benefits@northdevon.gov.uk or tell them about any changes online at www.northdevon.gov.uk/benefits



Where to get FREE debt advice

Nobody wants to get into debt, but if you are struggling with your finances there's lots of free advice available to help. The local Citizens Advice Bureau, StepChange or the National Debtline can help. Avoid using expensive doorstep lenders or loan sharks.

Income Team

Since 1 April 2015, we have received **37 new referrals** for our Welfare Support service, as well as providing ongoing support to around another **20 households**.



Spotlight on energy and water costs

North Devon Homes has been working with South West Water and 361 Energy CIC to help provide residents with water and energy cost saving advice and provide support to those having difficulties with water or energy bills.

Come along to one of our events with either South West Water or 361 Energy where we will provide one to one support for residents who are struggling with water or fuel bills:

- Wed 29 July - Customer Summer Fayre at Barnstaple Rugby Club 11am - 3pm
- Wed 26 August - Town Centre Office 9am - 3pm
- Fri 4 September - Barnstaple Foodbank, St Johns Community Centre
- Fri 11 September - Barnstaple Foodbank, St Johns Community Centre
- Mon 14 September - Town Centre Office 9am - 3pm

In the meantime, if you want any further information about how we can help you with water or energy bills, please contact Abbi Worth on 01271 312500.

Help with Benefits and Money Matters

The Income Team offers lots of help and support to help you manage your finances. Abbi, our Welfare Support Officer, can help with everything from making sure you get the best deal from your utilities suppliers to helping with budgeting and managing your debts. One of Abbi's customers told us about their experience:

"I hadn't been well after I lost my husband and I got into a mess with all my finances. It all seemed overwhelming and I didn't know where to start. Abbi came to visit me at home. She was really kind and patient and made me feel at ease. She took the time to go through everything with me and together we were able to sort it out."

If you think we can help you please give the Income Team a call on 01271 312500.

Customer Care Team - Help Us Help You

The Customer Care Team (CCT) are a team of fully trained advisors who have a wealth of knowledge in all front line housing related queries. This means you can call them to report repairs, take a payment, check your rent balance, report first time anti social behaviour issues or various other housing or tenancy requests that you may have.

To help the CCT deal with your query in the most effective and efficient way, it would be useful to have the following information to hand when calling:

- a pen to write down any important information the advisors may give you
- any correspondence you are calling about – this may include a reference number, job number or the name of the person you need to speak to

Please be prepared to answer some data protection questions to prove and protect your identity.

If the member of staff you'd like to speak to is unavailable we will try to resolve your query. If this is not possible we will record your name, address, telephone number and a brief summary of what you would like to discuss and pass this on immediately.

Your request will be responded to within 48 hours as stated in our Customer Service Standards.

Please remember, we are here to help you. We operate a zero tolerance policy on abusive, aggressive or offensive behaviour towards our staff and simply ask that you are reasonable in your dealings with us.



Marathon Man

Stuart Talbert, Support Adviser, ran the London Marathon and raised in excess of £3,500 for the North Devon Hospice.

Stuart says "I couldn't have done it without the support behind the scenes particularly the Candar charity club and residents at Oaktree Gardens, Wilder Park and Jubilee Close who all contributed by raising money through coffee mornings, bingos, raffles as well as sponsorship. A big thank you also to NDH staff who donated and offered words of support.

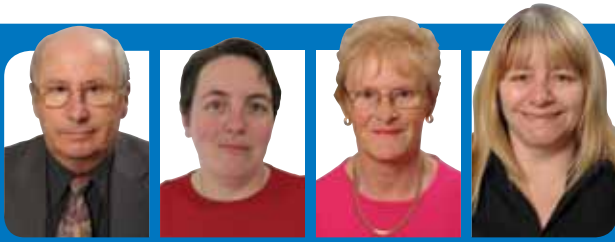
My colleague Theresa Williams inspired the whole thing and supported me throughout all my training, even whilst she was going through chemotherapy treatment herself. It certainly kept me going on those long, cold and dark nights when I had to run with a head light to see where I was actually going." Well done Stuart!



calls answered between 1st April 2014 and 31st March 2015



of these calls were answered within 15 seconds



Tenant 2 Tenant

Members of the Customer Forum are at hand to help with any questions or queries you may have. 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. If you feel it would be helpful to have an informal chat

with another tenant, no matter how small or silly you may think your query is, then please call us on **07740410970**.

We are available on this number 7 days a week, 9am to 9pm.



Customer Forum elects new chair and vice chair

The Customer Forum held its annual elections in March. Francis Gott stood down from his post as Chair of the Customer Forum after completing the maximum three year term. Dawn Ash was elected as the new Chair of the Customer Forum and Richard Setter was elected as Vice Chair. Dawn Ash has been involved with customer groups at North Devon Homes for six years, and is also a Customer Board member. Dawn says "I enjoy bringing the customer voice to both Board and the Customer Forum, creating a good partnership between the two."



*Dawn Ash,
Chair*



*Richard Setter,
Vice Chair*



*Francis Gott,
outgoing Chair*

A growing success

Our two volunteers in the Forches garden are tireless workers who not only maintain the plants and weed the beds, but also help with ongoing maintenance and repairs.

The two residents from Forches are Dave Osbourne, who has lived on Forches for over 30 years, and Martin Headon.

Currently the garden has runner beans, peas, leeks, potatoes, rhubarb, onions and tomatoes growing; salad crops are about to be planted and a herb bed is being restored by Dave.



Customers making a difference

The Scrutiny Panel has been reviewing how we raise “job tickets” for response repairs, looking at the process from a customer’s point of view. Part of the review will include the Scrutiny Panel and Customer Forum contacting customers to talk about their experiences over a number of identified repairs. We will report the findings of this review in the next issue of Home News.

Our Scrutiny Panel continues to make a difference in the way we shape our services. In July and August we will be reporting back to the Scrutiny Panel on how we have developed their

recommendations within the Response Repairs Customer Satisfaction and Older Persons reviews undertaken last year.

The Panel always welcomes customers to come along and join. We’ve been delighted at the response customers have made to the recent mail shot they sent to all customers outlining the many ways they can get involved in customer panels, mystery shopping and inspections of services.

If you would like any further information please call Frances Walsh on 02171 312527



new customers engaging with the Scrutiny Panel



5 customers attended a Residents Association training session



customers involved in grounds maintenance and cleaning inspections

Repairs and Maintenance Improvement Group: New Chair

Vickie Jenkins has recently been elected as the new Chair of the Repairs and Maintenance Improvement Group.

Vickie says “I am happy to become chair of such an important group to the customers. Repairs and Maintenance is something which I feel strongly about and I am confident that we can work as a group with NDH to maintain the success of the Repairs and Maintenance team”. Please join us in congratulating Vickie on her new role.

This group meets every six weeks and looks at North Devon Homes’ repairs and maintenance policies, procedures and performance. Group members are able to have a direct input into the company’s policy and direction and are able to help shape future services that all customers

will receive. Customer members also have the opportunity to attend meetings with contractors and conduct inspections of completed planned maintenance works.

If you would like to join the Repairs and Maintenance Group the next meeting is on Wednesday 2nd September at 6.30pm at our offices in Westacott Road. For more information, please contact the Customer Involvement Officer on 01271 313384.





Help us to help you - top tips for keeping safe

At North Devon Homes we take the safety and welfare of customers very seriously and ensuring that our buildings are safe places in which to live is top of our list.

There are a number of things we do to help ensure your safety; here's a few examples:

- We complete fire risk assessments to identify the risk from fire
- We undertake regular inspections to identify defects and housekeeping issues
- Fire detection is installed, tested and maintained in tenanted properties
- We repair and maintain fire safety equipment
- Our staff work with customers to manage communal areas of buildings to ensure they are kept clear of combustible items such as personal belongings and waste



Always check for identification

All members of NDH staff and our contractors carry and present identification when they call at your home. Should you have any concerns or doubts about anyone calling at your home **do not let them in** and call us on **01271 312500**.





As a customer of North Devon Homes there are things you can do to help us manage fire safety protecting yourself and others. See below for some top tips!

Top tips for Fire Prevention in your home!

- Don't overload electric sockets, unplug all electrical appliances when not in use; don't forget your hair straighteners and chargers!
- Take care when smoking; don't smoke in bed or leave cigarette ends burning; empty ashtrays.
- Do not smoke in any common areas, it is strictly prohibited.
- Keep matches away from children.
- Keep candles away from flammable surfaces or textiles such as curtains; don't leave burning candles unattended and use a proper candle holder.
- If you have a wood or coal fire, make sure that chimneys and flues are cleaned regularly.
- Don't leave open fires without a fireguard.
- Don't dry clothes on or near any appliance which might cause a fire.
- Close doors.
- Don't leave chip pans, frying pans or grill pans unattended.
- Test your smoke/carbon monoxide detectors weekly; remember it's important to keep these alarms in working order – they could save your life!



- Allow our staff and contractors access to your home to test your detection equipment.
- Do not make any alterations to your home without North Devon Homes' permission. You could affect the fire safety precautions within your home. This includes replacing your front door or installing cat flaps etc.
- Do not tamper with any fire precautions, such as fire doors in communal areas. If damage is observed report it to us as soon as possible.
- Have an escape plan. Make sure you know how to escape safely from your home should a fire break out and what you should do if your escape route is blocked.



Remember in the case of a fire you may have to get out of your home quickly, so don't clutter corridors and escape routes.

If you have any concerns about fire safety or if you'd like to report a repair please contact our Customer Care Team who will be able to manage your enquiry on 01271 312500.

Lottery says "yes"

We are delighted to announce that the Big Lottery, Reaching Communities fund has awarded NDH a further three years' funding (2015 to 2018) to continue our work with young people in Barnstaple and Ilfracombe.

This funding sustains our youth clubs and brings new partnership working opportunities with: The Voice community radio station; the NHS; and continued work with the University of St Mark & St John, Plymouth.

We are currently planning new projects and ideas

and consulting with young people asking for their ideas to ensure their voice is central within the project.

This project is open to all young people who live in our communities with lots of activities and opportunities within and outside of the youth clubs. Young people are encouraged to bring ideas; everyone's voice is heard; and more importantly everyone has a voice.



Golden Globes

In celebration of all the achievements made by the young people over the past year, Starfish NDH held "Golden Globes" style awards nights in March at both Forches Community Centre and Slade Valley Vision Centre.

The awards categories were all chosen by staff to reflect the varied personalities and strengths of the individuals within the youth clubs.

All young people from all three youth clubs took part in a secret ballot and once the votes were counted, it was very clear that all the young people had voted fairly and from the heart.

The hall was decorated in true award ceremony style, and the staff and many of the young people attended the ceremony in smart dress befitting the occasion. The amount of effort made by all exceeded all expectations.

North Devon Homes supported the event and Martyn Gimber, Marc Rostock, Frances Walsh all attended with George Squires – the Mayor of Ilfracombe, representatives from Ilfracombe Rotary and David Tubby – from the Tubby Foundation each presenting an award.

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.



Colin Adams with George Squires, the Mayor of Ilfracombe



William Gribble, Andie Scilly and Alex Gribble

Talent Show

Young people from Ilfracombe, Gorwell and Forches held a Talent Show at the end of May, performed in Yeo Valley School hall. They held a raffle on the night and raised a whopping £96.50!!



School's out for Summer!

Saturday 25 July Camping overnight at Cloud Farm (for young people 14 yrs plus), some places still left

Tuesday 28 July Fun in Bideford Park

Thursday 30 July Rock and Roll fund raising event at Rock Park

Monday 3 August Introduction to becoming a Health Champion and part of the future radio chat show project (for young people 14 yrs plus)

Tuesday 4 & Wednesday 5 August Music Workshop – learn to play musical instruments (Community Centre Barton Road)

Wednesday 5 August 'New to You' Ilfracombe Slade Valley Community Centre

Thursday 6 August Fund Raising Car Wash in North Devon Homes car park, all young volunteers welcome, free lunch

Wednesday 12 August Ilfracombe Tunnels beach trip (young people living in Ilfracombe area)

Tuesday 18 & Wednesday 19 August Music workshop - learn to play musical instruments (Community Centre Barton Road)

Thursday 20 August Ilfracombe Family and Children Fun Day held at the Slade Valley Community Centre, loads of fun, BBQ and prize draws

Tuesday 25 August Westward Ho! Beach trip, meeting in Barnstaple to catch bus to beach

All activities are for young people aged 9 years plus unless otherwise stated. For more details and parental consent forms, please call our youth team office on 01271 337180

Ilfracombe Pilot Gig Club

The young people of Slade Valley Youth Club had a free taster session with Ilfracombe Pilot Gig Club.

If you're interested in getting involved in our next trip out, call our Youth Team on 01271 337180. Trips are open to all young people aged over 9 in the Ilfracombe area.





Woodville

We successfully delivered completion of all 27 new homes in Woodville in March 2015. These properties included a mix of 2 and 3 bedroom houses and 2 bedroom bungalows. Works are now progressing across Phase 3 with the next 11 properties on target for handover in September 2015.

Crosslands

Lee Road, Lynton

Works at Lee Road are moving quickly with the ground floor block and brick work now complete and works beginning on the first floor. The scheme will provide 4 new rented flats and 2 new commercial units to the Lynton area.



Forches

Works are now drawing to a close on Forches Phase 2, with all properties now complete and final works underway in connection to the highways on the estate. The final touches are also in hand with regard to landscaping across the site. The project has provided 65 new rented homes and 15 shared ownership properties.

Gorwell

We are pleased to confirm that we have now secured Planning Permissions for all three proposed sites on the Gorwell Estate, which are:

- Land at Goodleigh Road
- Crow View Garage Site
- Regeneration of Beaufort Walk flats (even numbers 2-32)

Works are anticipated to commence on the Crow View and Goodleigh Road sites later this year.



Sandringham Gardens, Old Torrington Road

NDH is in the process of purchasing 12 Section 106 properties, including 3 shared ownership and 9 rented houses from Chichester Homes. The first 6 properties are on target for completion at the end of July 2015 and will provide a mix of 1 and 2 bedroom affordable rented houses.





 **107**

Customer satisfaction surveys received in relation to works carried out by our Home 2 Home team since 1st April to 31st May 2015

Feedback tells us that:

 **100%**

of homes were left clean and tidy following works carried out

 **99%**

of customers were happy with the quality of the repair

 **96%**

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.

Home 2 Home Apprentices

NDH has three apprentices in the Home 2 Home team. Here is what two of them say about their experience:

Brad said "I'm now 8 months into my apprenticeship. I have enjoyed it a lot and it has been very eye opening for me getting into the real world as I have just left school. North Devon Homes have been very supportive and friendly to me. I have learnt a lot out working with Home 2 Home operatives, mostly roofing but also carpentry. I am looking forward to the rest of my time here"



Apprentice Wes McKenna hard at work

Wes said "My first year being an apprentice with the Home 2 Home team is almost over with just 3 months left and I can honestly say it has been great. I have been with a lot of the operatives and have learnt so much such as tiling, flooring, roofing and more! Before starting the apprenticeship I had done almost none of this work but with the help of the team I feel comfortable and confident in completing tasks. There is a good balance of work and college which I attend once a week"



North Devon Homes and the police hold a joint drop in session on the first Tuesday of every month at the Gorwell community centre between 2pm -3pm. Please pop in and see us.

North Devon Homes Gorwell & Frankmarsh Action Day

On 28 May a team of residents, volunteers, Town Council staff, North Devon Homes, staff, local police, the Probation Service and a local farmer met at the Frankmarsh and Gorwell Estate in Barnstaple for an action day.

The group of helpers spent the day litter picking, bench painting, sign cleaning, removing rubbish, recycling, hedge cutting and weed clearing.

During the day we removed over 10 tonnes of rubbish into skips, a total of more than 100 cookers, white goods, TVs and bikes.

Metal was kept in a separate area so it can be sold and the proceeds will go to the local Children's Summer Club.

If anyone would like information about North Devon Homes next clear up events, please contact us on 01271 312 500, or if you would like to get

involved and help to organise an event in your area please call us to discuss. We look forward to hearing from you.

Did you know? North Devon Council provides one free collection per year of a bulky item for each household. Additional collections of non-standard items will have a charge of £15 for each item.

For further details contact the Council on 01271 374776 or customerservices@northdevon.gov.uk or visit www.northdevon.gov.uk/bins-and-recycling/bulky-items

Successful clean up day in Ilfracombe

We organised a clear up and action day in Ilfracombe as part of Tidy Up the Town Week. Staff, the local PCSO and residents joined in to cut back hedges, pick up litter and remove weeds. Two skips were full by the end of the day. We hope this will help reduce flytipping in the area.





Looking for a New Home?

Devon Home Choice is a way of looking for council and housing association homes.

Under Devon Home Choice you can:

- choose which homes interest you
- move within Devon

What do you have to do?

Step 1 – Register

Join the Devon Home Choice register

www.devonhomechoice.com

Click on 'Register with Devon Home Choice' from the home page and complete the online application form

All applications will be assessed and placed in one of 5 priority bands. This will be based on our assessment of your housing need and whether you have a local connection to Devon. You will be sent a user id and password

Step 2 - Choose

- Find information on available homes by checking out www.devonhomechoice.com new

homes advertised each week

- A newsletter is also available at our head office or TCO
- by phoning 0845 402 7894. This is an automated, user-friendly service
- in person at North Devon Council offices

Homes are advertised from 12:00am on Wednesday morning to 11:59pm on the following Monday night. No homes are advertised on a Tuesday.

Step 3 - bid

You can tell us which homes you would like to apply for. This is called bidding. Bidding does not mean you will part with any money. You can bid up to 3 homes each week

- on www.devonhomechoice.com
- by phoning 0845 4027894
- in person at the Council offices

To bid for homes you will need

- your User ID
- your password

Anti-Social Behaviour

The summer is here and I'm sure we are all hoping for some fine weather and long warm evenings. Summer traditionally brings with it some extra activity for social landlords. There are estate clear-ups to organise, grounds maintenance to keep on top of and, sadly, often an increase in neighbourhood complaints.

People have barbecues, children play out later, windows are left open in to the evenings – all of which creates an increase in the opportunity for disruption and disturbance.

In the last week we have received some complaints about children playing outside unsupervised, disruption from late night drinking in gardens, a fight, a car being scratched by children playing in a car park, barbecues and loud music, footballs being kicked against properties, bullying in a play park and garden / boundary disputes.

Summer is often our busiest time in the neighbourhoods team, so here are a few basic tips

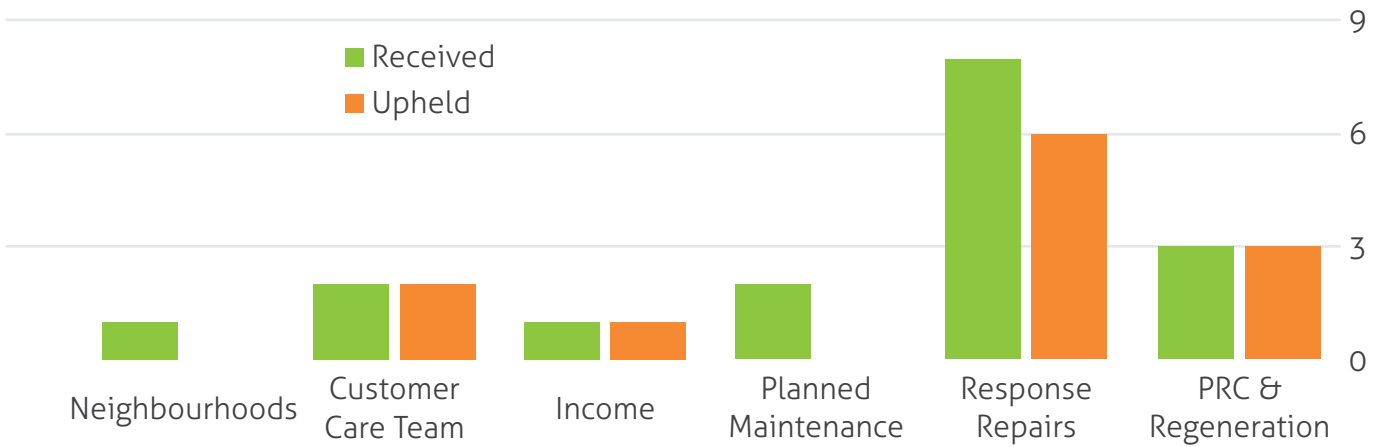
to try and avoid falling out with your neighbours:

- Consider how your actions might affect your neighbours.
- If you are having a barbecue, please do not play music outside, especially after the time when children may be trying to sleep in neighbouring properties.
- Let your neighbours know your plans so that you are able to talk through any issues together, rather than reporting to NDH or the police.
- If you are drinking alcohol or eating outside, please use the back garden. The sight of people drinking alcohol by or on the street can be intimidating to others and does not make for a comfortable neighbourhood.
- Please do not allow your young children to play out unsupervised, particularly in the evenings.

Have a good summer and please remember to spare a thought for your neighbours.

Complaints & Compliments

Jan - Mar 2015



Thank you to everyone who took the time to tell us when we performed well or when our services fell short of expectations. Without this information we would not be able to share good and bad service experiences throughout the company to help us improve the services we provide to you.



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Compliments

17

Complaints Received



Text Alert

You have told us it could be expensive to retrieve messages we'd left on their mobile. So now we can text you at no cost to you. Make sure you let us know if you change your phone number.

Garages to Let

These garages are currently available with no waiting list:

- Gorwell • Bishops Tawton
- Instow • Lamaton Park, South Molton
- Prixford

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.



Got something to say about NDH?


We want to hear it!

Call us on **01271 312500**
or email us at enquiries@ndh-ltd.co.uk

Notice Board



The Starfish Community Charity held a Tea Dance at Medard House on 4 May. It was a lovely afternoon with a cream tea and live music provided by Barnstaple Keyboard & Light Music Club. It was extremely successful and we raised £85.50 for the charity. We hope to hold many more events to continue the success of the Starfish Community Charity. Thank you for your support.



The Starfish Community Charity provides a hardship fund to support tenants in both social and private rented accommodation in North Devon and Torridge districts. The fund can provide one-off support of up to £200 to help those in financial hardship with essential accommodation, health, education and training costs.

For more information or an application form, please contact NDH Customer Care Team on 01271 312500



Competition Winners

Sally Chinn (pictured) won our 'Guess how many Easter Eggs' competition.

Kerry Rigler age 10 and Mason Taylor age 6 won our colouring competition.



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

Kids Colouring Competition



How to enter:

Fill out the form and send it to the address below by 30/08/2015 for a chance to win a fun outdoor game.

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

We welcome your feedback on this newsletter. How can we improve it? What would you like to see in your newsletter?

.....
.....
.....
.....

Bring this along to our Summer Fayre on Wednesday 29 July for a chance to win a £20 Voucher.

Name

Address

.....

..... Postcode

For a chance to win, send all entries to:

Rowan Summers, North Devon Homes, Westacott Road, Barnstaple, Devon EX32 8TA by 30/08/2015