

HOME NEWS

Winter 2017

Written in partnership
by customers and staff
of North Devon Homes



contents

Governance	3
Communications	4 - 5
Independent Living	6 - 7
Planned Maintenance	8 - 9
Response Repairs	10 - 11
Income Team	12 - 13
Customer Involvement	14 - 15
Community Involvement	16 - 17
Regeneration	18 - 19
Neighbourhoods	20
Complaints & Compliments	21
Customer Care Team	22
Notice Board	23
Competitions	24

Front cover image:
Young people from our Bridging the Gap Project decorate the North Devon Homes Christmas tree.

Welcome to the winter edition of Home News!

This time of year is one in which we often reflect and think about setting our New Year resolutions, and in some ways this is what we have been doing recently here at North Devon Homes. The Summer Fayre which I know many of you, quite literally hundreds of you, attended gave us an excellent opportunity to talk and listen to customers whilst we had some fun. We have spent some time looking at this feedback and are excited about some of the ideas that this has generated.

Our teams, customer groups and our Board have been developing our plans for 2018, and we are energised about launching our new Corporate Plan soon, which will set this out more fully. As part of this work we have been reviewing how we invest in, repair and improve our customers' homes. You can find further details on page 8 where we outline some of the ideas that will shape our Asset Management Strategy.

You will, I hope, have seen some of these improvements already; if you have had a repair recently, you may have seen some of the improvements that we have made to our Home2Home team. This is certainly an area of focus as we look to build on what we have done previously. I am delighted with the high levels of satisfaction and the positive feedback that our customers are providing about repairs that have been completed in their homes.

We have also been working with the Local Authority, our customers and partners to respond to some of the external challenges that we face. In 2018 the government's welfare reform programme rolls out further into North Devon. We have been working to ensure that our customers know about these changes, the impact that they will have and the full range of support that is available to help them with this challenging transition. This will be a very difficult time for many people in North Devon and we are offering advice on how best to prepare and are working with our customers to be part of the solution to the situation they may face. We have a good track record here in North Devon Homes of working together with our customers through government changes, and we will be doing everything we can to preserve this.

We are also welcoming some new customers to North Devon Homes, having been selected to take ownership and management of some homes across North Devon that were previously owned and managed by Sovereign Housing Association. We are delighted to be able to extend our strong community landlord offer to some new customers across North Devon!

And finally, I would like to wish you and your family a very Happy Christmas and New Year from myself, and all of us here at Team NDH.

Marc Rostock
Director of Neighbourhoods



Board matters

It has been nearly a year since we made a number of new appointments to our Board, following our change to one that is skills based. So how have we been doing? What have we been up to?

The change was made following consultation, and agreement with customers that we needed the right skills and experience on the Board of North Devon Homes, to ensure the continued success and independence of the company, for the benefit of its customers and the local community.

We moved from a Board of 12 customers, councillors and people with specific business skills to a Board of 10, all of whom are appointed for their skills and experience.

The new Board has been keen to continue the great work and performance already achieved, and build on the successes to date. There is a lot more uncertainty in the economy and challenges in the housing market ahead, and the new Board wants to set out a strategy that will see us deliver good services, keep rents low and build more new affordable homes for people in our community.

The Board has been developing the new corporate plan that will see us continue to deliver our vision of “working together to create communities where people want to live”. The Board has worked with customers, staff and stakeholders to help prioritise the objectives for the next three years.

The new plan will see us deliver more repairs through our own Home2Home service, ensuring quality and cost savings for the benefit of customers; develop our online services to enable customers to interact with us more effectively. We will continue our support for independent living for elderly customers, keeping customers safe in their homes and



Chair of the Board of North Devon Homes, Robert Stronge



Chief Executive of North Devon Homes, Martyn Gimber

investing in our stock and building new homes.

The new Board has been working with our customer groups to make sure they are actively involved in developing, shaping and improving our services. We are still at an early stage with this but have made some important decisions about improvements to permissions, tenancy agreements and the services customers can expect to receive in the future.

The Board has established a strategic partnership with the local authority to help deliver and improve many services that customers receive and to reduce homelessness. The partnership will also look at improving the Disabled Facilities Grants process and ways to improve energy efficiency ratings.

Finally, as we do our best to tackle the acute housing shortage, the Board has established its own commercial subsidiary, Anchorwood Limited, to develop new homes for sale. We will be using the profits to provide vital funding for the provision of brand new affordable homes for local people. It certainly has been a busy year and a lot of progress has been made, however, the new Board is aware of the challenges ahead and will be publishing its new plan in April 2018, to set out the way North Devon Homes will continue to deliver for its customers and the community.



Christmas opening times

Friday 22nd December

Office open 8.30am-4pm

Saturday 23rd December

Office closed

Sunday 24th December

Office closed

Monday 25th December

Office closed

Tuesday 26th December

Office closed

Wednesday 27th December

Office open 8.30am-5pm

Thursday 28th December

Office open 8.30am-5pm

Friday 29th December

Office open 8.30am-5pm

Saturday 30th December

Office closed

Sunday 31st December

Office closed

Monday 1st January

Office closed

Tuesday 2nd January

Office open 8.30am-5pm

Welcome to our new Health and Safety Manager

We are pleased to announce the recent appointment of Will Bowden as Health and Safety Manager.

Will brings with him a wealth of experience, having previously worked in health and safety within the Facilities Management sector, for commercial clients that included the Ministry of Defence. His previous roles include working at Appledore Shipyard and for development projects overseas.

Will's role is to devise and implement robust health and safety procedures across the business to help protect and ensure the health and safety of our customers, staff, contractors and visitors.

Will says "I'm delighted to join North Devon Homes as your Health & Safety Manager. I admire the work North Devon Homes accomplishes within the community; I am looking forward to working together to maintain the quality standards that the company has and to being a part of your continuing success story."

Welcome Will!



Want to be among the first to know?

Want to be among the first to learn about our latest news, stories and information? How about being the first to find out about our new job vacancies or upcoming events?

The best way is to visit our North Devon Homes Facebook page and like us, or follow us on Twitter @NorthDevonHomes. We always post new information here first.

Like or follow us and our posts will appear automatically in your news feed. And – most importantly – you'll be able to start talking to us and sharing your ideas, questions, comments and news.



Building works for the housing area commence at Anchorwood Bank



Work has officially started on North Devon's highly anticipated new housing development at Anchorwood Bank.

MP for North Devon, Peter Heaton-Jones, visited the site in Barnstaple on Friday 10th November for a ceremony to mark the start of building works for the housing area.

Anchorwood Bank is the largest single regeneration project ever undertaken in Barnstaple, with an onsite investment of £60 million.

The scheme will create 172 new homes comprising 135 for open market sale and 37 affordable properties. The housing will be developed in 5 phases over the 4 year span of the build programme, initially working from the middle of the site westwards towards the new bridge and then from the middle eastwards

towards the Long Bridge. New homes are estimated to be ready for occupation from early 2019.

In addition, Pears Investments will build 7 retail units with Next, DFS, Chiquito and Frankie and Benny's already agreeing and confirming terms for occupation. The retail and restaurant units are estimated to be completed by the end of 2017 with a likely opening date of Easter 2018.

New homes at Anchorwood Bank have been designed by local architects Woodward Smith and will be built by local firm Pearce Construction. A variety of homes will be available, ranging from 1 bedroom apartments to large 5 bedroom houses. The housing and site plan has been designed with a strong social aspect in mind. Piazzas and a Central Park will include lots of seating and greenery making them restful, relaxing and sociable places to spend time in.

All profits we make from the sale of new homes will be reinvested into the provision of affordable homes in the North Devon area for people who need them. This is a major investment for the company and an example of us taking a more innovative approach to tackle the significant housing issues in North Devon.



People making positive changes

Our Independent Living Service team can help you or your relative live at home independently with support for your health and wellbeing. We work with lots of people providing a wide range of support which is tailored to each individual's needs and circumstances.

Through ongoing support and building relationships with customers, the Independent Living Service team is able to recognise and react to a person's possible vulnerabilities and safeguarding concerns. The Independent Living Service team can work with a customer, their family, external agencies and internal colleagues to provide a positive outcome and a beneficial impact on their life.

We recently worked with an elderly female

customer who we supported to move following a safeguarding concern. The Independent Living Service team worked with the customer's family, police, social services and North Devon Council. The impact of this work resulted in the customer securing an assured tenancy and re-engaging with her family, whom she had previously become distant from due to her situation. She now has a daily care package in place and continues to be supported by the Independent Living Service team to live safely and independently in her own home.

If you feel that you, or someone you know, would benefit from our service, or you would like to find out more about what we offer, please call us on 0800 083 7553.



Medard House Independent Living Fayre

In October the Community Involvement Team held an Independent Living Fayre for customers at Medard House in Barnstaple.

A good time was had by all and customers enjoyed hot dogs and refreshments, made bracelets and cards and spoke to members of staff and customer volunteers. South West Water, 361 Energy and Cosmic were available to provide advice and information on a wide range of topics. Customers could even try out new technology gadgets and get advice on how to get online.

During the morning we spoke to customers to find out what they value the most about the services that we provide and to identify any areas for improvement.





The Normandy and Community Garden Club Summer BBQ

In August, members of the Normandy and Community Garden Club held a Summer BBQ at Medard House in Barnstaple. The event, which was open to everyone living in the local community, aimed to promote the work of the Garden Club and raise funds to support its work. Members of North Devon Homes' Community Involvement Team helped with cooking on the day. People who attended the event enjoyed salad, barbeque food and cake and had the opportunity to meet members of the Normandy and Community Garden Club and find out about the work that they do.



devonhomelink

helping you to live life to the full

Peace of mind

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

Call us on freephone 0800 083 7553 to enquire or visit our website www.devonhomelink.com

Is your personal information up to date?

Are you a Devon Homelink alarm or support service customer? Is the personal information that we hold about you up to date?

Keeping your personal information up to date is important as it will mean you receive the correct response from the call centre should you need to use your alarm.

Information that may need updating could include:

- Emergency contact names and telephone numbers
- Medical information
- GP contact details
- Carers contact details
- Key safe number

Please contact us to inform us of any changes to your personal information:

- Telephone: 0800 083 7553
- Email: devonhomelinkinquiries@ndh-ltd.co.uk
- Website: www.devonhomelink.com
- Alarm: call directly through to the call centre

Did you know that you can nominate a representative to manage your Devon Homelink account? If this would be of interest to you, please send us a signed letter stating who you wish to nominate including their address and telephone number.



A big thank you!

We always welcome feedback from our customers: we want you to let us know if our services are good or bad. It's always great to hear from a customer who really values the service that they have received from us.

Sue from Loverings sent us this lovely message following improvement works to her home:

"I am pleased to say that the new boiler fitting here is now finished. The work is beyond my expectations and I am delighted. The "boys" (as we call them here on the court) are a credit to their company, always polite, leave work areas clean and safe and they all work really hard to please everyone (no mean task here!) Thank you NDH for choosing such a good company on our behalf, we will all benefit by way of improved heating charges."

New Asset Management Strategy



What is an Asset Management Strategy?

North Devon Homes currently manages over 3200 properties in the local area. We want to ensure that these are:

- Well maintained.
- Meet the needs of our customers who live in them.
- Where possible, match the needs of the local population.

Our Asset Management Strategy is a 5 year plan that sets out the activities that we will undertake to ensure that our housing stock achieves this, both now and in the future.

How does it affect me?

Our previous Asset Management Strategy 2015 – 2018 achieved a number of notable successes including:

- Installation of CO monitors in every home with fuel burning appliances.
- More flexible appointments for gas servicing including evenings and weekends.

- Increase in our average SAP rating (energy performance measure).
- Whole scheme refurbishments such as Burnside, Ilfracombe.
- Better value for money through new contracts.
- Improved quality of data held on our customers' homes e.g. improved stock condition data and asbestos data held for 85% of our properties.

Our new Asset Management Strategy has the following key themes:

- Providing safe and healthy homes.
- Providing homes which are comfortable, affordable and warm.
- Improving our homes' energy efficiency to reduce heating bills.
- Improved online offering for customers e.g. better online reporting repairs function and text reminders for appointments.
- Ensuring that we are reviewing our stock so that we are providing good housing with the right mix of new homes in the right locations to meet local need.

Going forward, we will be working with our C90 Customer Group to further develop and implement our Asset Management Strategy, ensuring that the needs of our customers stay at the heart of what we do.



How to avoid electrical fires

- 1.** Check the condition of your wiring. This should be done when you move into a new home and then once every 10 years. It's the landlord's responsibility if you rent your home. Ask to see a copy of the certificate or report confirming that the electrics meet the UK national standard BS7671 (Requirements for Electrical Installations).
- 2.** Check your sockets regularly. If you see burn marks or they feel hot, please contact us to arrange for a registered electrician to check them.
- 3.** Turn off any electrical equipment you are not using. This is especially important at night, when a fire can spread while you sleep.
- 4.** Regularly check flexible cables on your appliances. Look for signs of fraying, general wear and tear, or a loose plug on kettles and similar appliances. Do this before you plug anything in.
- 5.** Be careful when using hand-held electrical equipment. Make sure you switch off and unplug this equipment when you have finished with it. This is important with items that get hot, such as hairdryers or curling tongs, as they may come into contact with materials that can catch fire, such as curtains.
- 6.** Check the current rating of your electrical adaptor. Before you plug appliances in, make sure that the total current used in the appliance does not exceed the adaptor's rating.
- 7.** Call the Fire Service immediately if you unexpectedly smell burning. They will have equipment such as thermal imaging cameras which will accurately detect objects that are overheating.
- 8.** Don't overload any adaptor or socket - especially with appliances that have a high electrical current, such as kettles, irons or heaters.
- 9.** Don't put electric heaters near curtains or furniture - or dry clothes on them.
- 10.** Don't cover the air vents on storage heaters or fan heaters.
- 11.** Don't tuck flexible cables under carpets or rugs.
- 12.** Don't exceed the wattage of the light fitting or lamp with the bulb you use.
- 13.** Don't store combustible materials such as clothes, papers and cleaning materials, close to your service head (cut-out fuse), electricity meter or fusebox.



Improving your repairs service

Our customers have told us that having an efficient repairs service is a top priority. In June the Board approved an expansion plan to increase the capacity of Home2Home, our in-house repairs service. This investment will improve the level of service you receive from us for repairs to your home.

New mobile working system

As part of this project, we are also investing in a mobile working system, which means that our operatives can spend more time out and about carrying out repairs works.

This system will give operatives access to photos. As we all know, a picture really does paint a thousand words! When you contact us please do send us a photo of the area in your home needing repair. This will help our operative plan the repair works to your home and bring the right tools and materials to complete the job.

The system will also have a text facility which will enable us to routinely text details of your repairs appointment, and a reminder nearer the time to say we are on our way!



New vehicles & stores area upgrade

Phase 1 of this expansion is already well underway. We have invested in new vehicles and the stores area is being upgraded so that more materials can be stocked. This will enable us to respond to your repair needs more quickly and improve our rate of first time fix.



Growing the Home2Home Team

In order to manage these improvements to the service, we have created a new position of Home2Home Supervisor. Richard Delve will be out and about supporting our operatives in the field.

We are increasing the size of our team and recruiting additional Home2Home Operatives. This will increase the team's capacity and help improve response times for completing repairs works.





Works Coordinators, Tracie and Yasmin

All outstanding repairs now appointed

Our Works Coordinators, Tracie and Yasmin, have been working hard to get all the outstanding repairs jobs appointed. The hard work from them and our operatives has paid off as we celebrated clearing all the outstanding repairs jobs on 27th September, with bacon butties all round!

New Asset Works and Financial Auditor appointed

We have recently recruited an Asset Works and Financial Auditor to join our Asset Management team. Pete Thomas will be visiting customers' homes to assess the quality of repairs works that have been recently completed. Pete's role helps to ensure a quality standard is always maintained for any repairs works that are carried out in your home. A high quality and efficient repairs service ensures your home is well maintained whilst keeping your rent low.



Pete says "I'm looking forward to building good relationships with our customers and contractors, and to working together to ensure that North Devon Homes, and our customers, are receiving a good quality, value for money service from our repairs and maintenance contractors."



Repairs appointments

If you need any information about your appointment, or if you need to cancel or rearrange it, please contact the Home2Home desk on 01271 312500 – we will endeavour to answer your questions or rearrange your appointment if necessary.

If you know that you will be unable to keep your appointment please do let us know, even if it is at the last minute. This will prevent time and money being wasted on missed appointments, and will enable us to send our operative to work on other repairs jobs whilst rebooking yours for a more convenient time.



96%

Customers overall satisfaction with repairs service received

Countdown to Universal Credit

With less than 100 days until Universal Credit begins to be rolled out across North Devon, now is a great time to check that you are ready. This is a new benefit for working age people and it will bring together six benefits into one including Housing Benefit, Tax Credits, Employment Support Allowance, Job Seekers Allowance and Income Support.

Universal Credit is a benefit paid directly into your bank account in one monthly payment and most people wait 5 or 6 weeks for their first payment. So, it's worth getting together a plan now for how you will manage during that waiting time. Think about...

- Bringing your rent account right up to date now so that your tenancy is protected (remember that housing benefit will stop and you will need to pay your rent from your Universal Credit).
- Make sure you've got a bank account that lets you set up direct debits and manage your payments online.
- Polish up your internet skills and check out where you can get free WiFi locally – you'll be making and managing your universal credit claim online and will need to be able to check your account regularly.
- Set up an account with GOV.UK VERIFY at www.signin.service.gov.uk/about. This will mean that your identity will

already be confirmed before you need to make a claim and help avoid any unnecessary delays later. There is no charge for this service.

- Make a household budget and deal with any debts – are you getting the best deals on your utilities, phones and insurance?

Advance payments of Universal Credit are available from the DWP (up to half of your estimated entitlement for the first month). This is a loan that you will need to repay usually over the following 6 to 12 months.

The Income and Money Matters teams at North Devon Homes are here to help you to navigate the change to Universal Credit and we are happy to chat with you about how it is likely to affect you. Please call us on 01271 312500 or email rents@ndh-ltd.co.uk



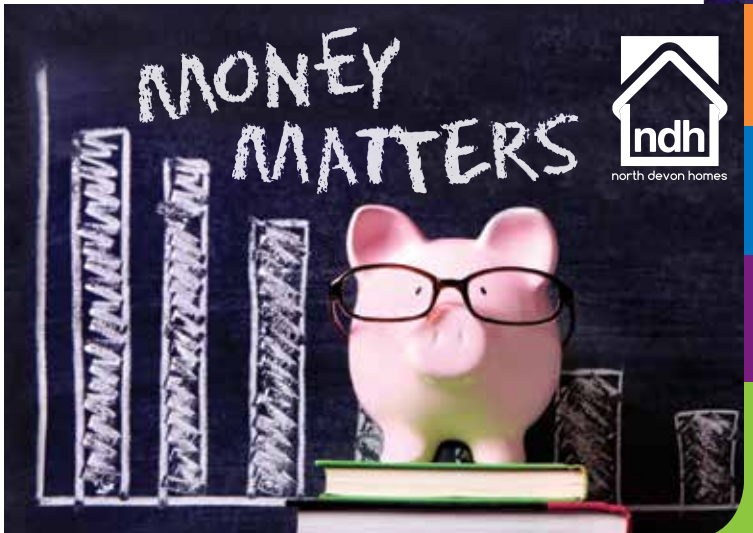
Festive Finances

With Christmas fast approaching it's worth checking that all your essential costs are covered first so that you can relax and enjoy the festivities. Your rent needs to be paid on time and we have payment options that are available 365 days a year.

If you are struggling please contact the Income Team straight away to discuss your account.

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.



Ways to pay

There are now some new ways to pay your rent on your home or garage. You can pay your rent online through our website www.ndh-ltd.co.uk, using our secure online payment service Allpay.

You can set up your own account and pay your rent using your unique Payment Reference Number (PRN - the 19 digit number that appears on your North Devon Homes or Devon Homelink payment card) and your card payment details. If you need a reminder of your Unique Payment Reference Number please contact us on 01271 312500 or email enquiries@ndh-ltd.co.uk

Once your account is set up you can log into Allpay any time using your personal login details to make rent payments. Please note payments made to us using this facility will display as 'Allpay' on your bank statement.

New Allpay App!

You can pay your rent using the new Allpay app which is available to download for free for Apple, Android and Windows smart phones at www.allpay.net/app

After completing a brief registration process, you can save all your payment numbers and amounts, plus bank card details, so you don't need to enter the information every time.



C90 Customer Group

In June we launched a new C90 Customer Group in place of the Customer Forum. C90 involves 4 customers meeting every 90 days with Board Members, Executive Team and staff. A massive thank you to the Customer Forum for all their hard work over the years and the many achievements that have made a difference.

So far we have held two C90 meetings in July and October. Meetings consist of performance information, feedback from customer involvement activities and consultations, topics/service discussions and looks at what is working well and what needs fixing.

C90 aims to ensure that customers have direct input into how their homes are managed and will help to ensure that the Board is well informed from a customer perspective.

There are many ways you can get involved which will then feedback into the C90 Customer Group. You can make a difference, no matter how much or little of your time you can spare. Here are some of the numerous ways you can help:

- Local Conversations - take part in a survey on your doorstep
- Take part in online surveys, facebook forums, phone/text surveys
- Customer consultation – feedback on letters/leaflets via email
- Be a mystery shopper
- Become a Community Neighbourhood Advisor/Inspector in your area



- Become a member of Tenant 2 Tenant
- Come along/suggest community events in your area such as clear up days, fun days and workshops
- Hot topic focus groups/meetings
- Join our Scrutiny Panel
- Street briefings, neighbourhood walk and talks

Please contact Tracey Williams on 01271 313384 if you would like more information or to suggest how we can help in your community.

Between now and the next C90 meeting there will be various Customer Involvement activities taking place such as local conversations, online surveys, fun events and focus groups. Please look out for details on our facebook page and website. Everyone is welcome to join in and we could be visiting your area very soon!

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 these numbers 7 days a week, 9am to 9pm.



Tenant 2 Tenant members Patsy Chapple and Dawn Ash



Customer Involvement Activities

In conjunction with the C90 Customer Group we have been busy holding customer involvement events:

Staff and customer volunteers held a 'Local Conversations' event, visiting customers living in Woolacombe, Morteohoe, Knowle, Croyde, West Down, Georgeham, Muddiford, Prieford, Chivenor, Bratton Fleming and Heanton.

It was a valuable day and we talked to lots of our customers on their doorsteps, finding out what matters to them about the services we provide and identifying any areas for improvement. We also let them know about the different customer involvement activities that they can get involved in.

Of the properties selected for a visit, we spoke to 22% of households. Thank you so much to the customers who took the time to chat to us during the day.

In October half term staff from North Devon Homes, customer volunteers and members

of our 'Bridging the Gap' project, visited the Woodville estate in Barnstaple to conduct a survey to find out what people living there think about the regeneration works that have been carried out in the area during the last few years.

The survey was carried out to assist the North Devon Homes Customer Scrutiny Group with a review of the regeneration works that they are currently undertaking. The survey results will be compared to those collected at a similar event held at the Forches estate in April.

All customers who gave us their feedback and completed the survey will be entered into a prize draw to win £120 in supermarket vouchers.

Thank you to all customers who took the time to chat to us during the day and also to those who completed the survey online.

All customer feedback received during these activities will be fed back to the C90 Customer Group.



Join us for a festive feast and games

Young people and staff from the Bridging the Gap project will be joining residents at Medard House and the Whiddon Valley Community Centre for Christmas festivities.

On Monday 18th December the young people will be at Medard House between 1pm and 3pm to play board games. There will also be mince pies available. Please feel free to just turn up - everyone welcome.

On Tuesday 19th December the young people and staff will be cooking a Christmas Dinner for people living in the local community. The event will be held at the Whiddon Valley Community Centre, Barton Rd, Barnstaple at 1pm. The delicious two course Christmas dinner will cost £5.

Spaces are limited and booking is essential. Please call 01271 313377 and ask for Andie or Tracey to book your space. There will also be a Christmas quiz and a raffle with all proceeds going to the youth project.



Camping at Croyde

In June members of our young people's project enjoyed a camping trip to Croyde. Everyone had a great time swimming, dancing, having barbecues and going to the beach.

The weekend was supported by local businesses; we would like to say a huge thank you to Ruda Holiday Park who provided free camping, swimming and entertainment passes. We would also like to say thank you to our Scrutiny Panel who bought the tents for the project as a reward for young people helping out on a door to door survey they commissioned across the Forches estate.

Bridging the Gap project shortlisted for CYPN award

We are delighted to announce that our Bridging the Gap project has been shortlisted in the Youth Work category of the Children and Young People Now Awards 2017.

The Children and Young People Now Awards recognise innovation and excellence in initiatives from the public, private and voluntary sector that work with children and young people from birth to adolescence, as well as their families. The Awards celebrate and highlight the positive impact of these initiatives and recognise the commitment of those who strive to improve the lives of others.





Young people clear the way!

In October young people from Forches and Slade Valley volunteered to clear weeds and moss from the pathways at Glebeland Villas at Bishops Nympton.

North Devon Homes' Independent Living Officer, Nicola James, cooked 60 scones for the cream tea afterwards at the Bishops Nympton Community Hall where some customers joined the young people. Cream teas were also delivered to customers who could not get to the hall.

Senior Youth Member, Ryan Madge, who also works as a Home2Home Apprentice, joined our Neighbourhood Ranger, Adam Petherbridge, to help. Ryan said "it was great that my friends and peers could see what my working day looks like."

Nicola said "The four ladies that attended the cream tea at the hall had an excellent time and enjoyed meeting the youth team. How could I tell this? By the loud, raucous laughter coming from one of the tables!"



PGL Adventure Weekend

Our young people spent an action packed weekend in July at PGL in Poole, completing activities including raft building, mountain biking, climbing and the zip wire. Everyone had a great weekend in the beautiful Dorset countryside.





Anchorwood Bank

We are delighted to announce the start of building works for the housing area at Anchorwood Bank. When complete this vast town centre site will provide 172 new homes comprising 135 market sale and 37 affordable properties. In addition, Pears Investments are undertaking the retail development which will include Next.

The housing will be completed in phases working eastwards from the new bridge end of the site. The design of the buildings closely references the character and materials of the local architecture, the site's industrial history and its riverside wharf location. Red and buff brickwork, grey composite weatherboarding and a mixture of slate, tile and metal roofs will be used to complement the roofscape found on the northern bank of the River Taw. Construction works on the residential area started at the end of November.



Church Grove

This site will provide 4 new two bedroom affordable homes in the Newport area. All works are now nearing completion. The site is programmed to be complete in early January 2018.

Boutport Street

Works continue apace - the main structure is in place for the new stairwell to both flats; the stairs are fitted. The external cladding and roof are now complete. The first fix for the commercial unit is complete and the new acoustic ceiling is in place and skimmed. Decoration works will now commence. The commercial unit and 2 flats are programmed to be complete by the first week of December.



Gorwell - Goodleigh Road & Crow View

Pearce Construction was awarded the contract of works in January 2017. We are delighted to report that works are progressing well at both Crow View and Goodleigh Road, which are both located on the Gorwell estate in Barnstaple.

All timber frames are in place and all plots are water tight. We will soon commence external decoration works to plots 1-2 at Goodleigh Road with internal decoration works to plots 1-4 progressing well.



At Crow View the timber frames are complete and all plots are water tight. The construction of the super structure is ongoing and the first fix for all trades has commenced on plots 1-7.

On completion both sites will provide 16 two bedroom flats and 7 three bedroom affordable homes. We would like to thank the local community for their patience and understanding during the works. We are committed to continuing to work closely with them and keep them informed, particularly when large deliveries are made to both sites. We anticipate the new homes to be complete in early 2018.

Follow us on Twitter [@NorthDevonHomes](#)



Churchill Crescent

All plots are now water tight. The super structures and all second fix trades are now complete at plots 1-3 with internal decorations now commencing. For plots 4-7 the construction of the super structures and dry lining works are ongoing. The site will provide 7 new affordable timber framed homes, which are due for completion in early 2018.



Section 106 - Wainhomes - Goodleigh Rise & Taw View

We are due to acquire 14 new properties at Goodleigh Rise in early January 2018 from Wainhomes. In addition, we will acquire 16 new homes at Taw View in a phased handover from January to April 2018. We have exchanged contracts for both sites agreeing to specifications.



General Enquiries: 01271 312500



Communities come together for clear up days

We recently held two clear up days; one in August at Frankmarsh and Gorwell estates in Barnstaple and one at Wrafton in September.

At each event, the teams of volunteers, which included staff from North Devon Homes, local councillors and people living in the local community helped with litter picking, hedge and weed trimming, collecting unwanted household goods and a general tidy up of the estates. Skips were provided for local residents to dispose of their unwanted items.

The events also included recycling areas for

people to dispose of unwanted goods or to browse to see if there was anything that they may like or need to take away.

Both events were a great success with all parties working together to improve the appearance of their local area; the teams of volunteers amassed lots of bags of rubbish and collected numerous unwanted items which filled the skips provided during the events. In addition, two huge trailers were filled with waste metal and lots of bags of green waste were filled with weeds and hedge trimmings.

Gorwell ball play area makeover

The ball play area at Gorwell Park has recently benefitted from redecoration works which give the park a fresh new look, thanks to a joint initiative between North Devon Homes and National Citizen Service (NCS).

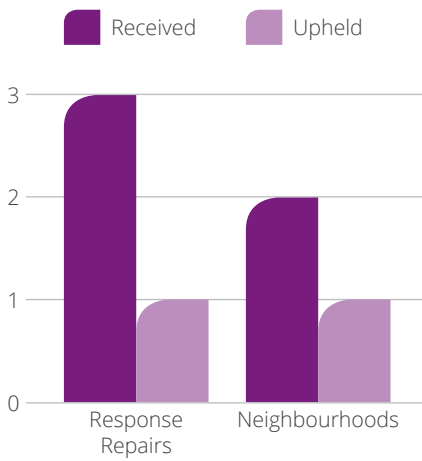
National Citizen Service helps school leavers learn life skills. Part of their four week course involves the children organising and carrying out a social action project which will benefit the community. The group chose to undertake the renovation of the ball park in Gorwell which was looking tired, with peeling paint and patches of bare masonry.

The group put their proposal forward to North Devon Homes. The proposal included creating a design for the wall, asking for sponsorship towards materials from local suppliers, informing the community of their plans and carrying out the work. North Devon Homes' repairs service Home2Home, donated the coloured paint that was used for the redecoration works and the young people also brought some paint with money raised from their fundraising activities.



Complaints and compliments

July to September 2017



5

Complaints received

2

Complaints upheld

16

Stage 0/informal complaints resolved straight away

14

Compliments received

The numbers of complaints continued to reduce during quarter 2. This is good news for us as a company, but it means we are less able to learn. During quarter 3 we will continue to collect more stage 0 complaints (where dissatisfaction is resolved at first point of contact) to help us continue to learn how our services affect our customers.

Thank you for continuing to get in touch and for sharing your experiences with us about our services. All feedback, both good and bad, can help to shape the services we offer.



Fun at the Fayre!

We held our seventh Customer Summer Fayre on Wednesday 26th July at Barnstaple Rugby Club. Despite the wet weather hundreds of customers attended the event to enjoy lots of fun activities including zorb racing, miniature 'Real Life My Little Ponies', inflatable Hungry Hippos, circus skills, Giant Pie Face, mini crazy golf, face painting, a giant inflatable slide, science workshops and street dancing performances. There was also an opportunity to find out information about the services provided by North Devon Homes and our partner organisations and contractors.

Thank you to all our customers and partners for helping to make this year's event so successful - it was great to see so many people there.



Prepare for your repair

Our customers have told us that having an efficient repairs service is a top priority. You can help us to ensure that your repairs are carried out quickly and effectively, by including as much information as possible when you contact us to report the repair your home needs.

This will help us diagnose the issue accurately which will enable the operative to bring the right tools and materials to your home to complete the repairs works.

Information that it is important to provide includes:

- Location of the issue
- How long the issue has been happening

- If something is broken, please describe it - shape and size? What material is it made from - plastic, wood, metal etc?
- Approximate dimensions
- Access arrangements – best telephone number to contact you on and best days / times for our contractor to attend.

Using the information you provide, we will diagnose the issue; it will then be allocated a category from the following list and completed within the time frame stated:

- A:** Emergency, 24 hours – something that poses an immediate risk to residents or the property
- B:** Urgent, 5 working days
- D:** Routine, 20 working days



Are your details up to date?






If your contact details have recently changed, it is important that you let us know as soon as possible. Out of date contact details may cause delays to the services we are able to provide to you, for example, booking appointments for repairs.

You can update your contact details using one of these easy steps:

- emailing enquiries@ndh-ltd.co.uk
- using the enquiries form on our website www.ndh-ltd.co.uk
- telephoning 01271 312500

Save time - do it online

Have you visited our new improved website? You can now access lots more information and functions on our website at www.ndh-ltd.co.uk, including a new payment portal and a wide range of our services such as:

-  **Report a repair**
-  **Pay your rent**
-  **Make an enquiry**
-  **Find a home**
-  **Make a complaint**

It's quick and easy and, best of all, you can do it at a time which is convenient to you.



Competition Winners

Mrs Cane won our 'Guess how many ice creams' competition.

Oscar Lewis won our wordsearch competition.
Congratulations!

Cycle to work day

On 13th September we supported Cycle to Work Day.

Cycle to Work Day encourages adults across the UK to get on their bikes and give cycle commuting a go for one day.

Lots of us cycled to work, meeting at the Bike Shed for a pre work coffee. Carb Cycles visited our offices during the day to provide a free bike health check and bike related advice.



Great West Run

In October, our Youth Worker, Lindsey Meeks, took part in the Great West Run raising money for the Motor Neurone Disease Association. The half marathon course runs through the heart of Exeter and around the surrounding countryside.

Lindsey completed the course in an amazing time of 1 hour 46 minutes, coming 25th in her age category and 681 overall out of 3,600 runners.

Well done Lindsey!

Team NDH takes on Mission: Unbreakable

In October a team from North Devon Homes took part in the Mission: Unbreakable commando obstacle challenge at North Molton. The 10k course had numerous obstacles along the way involving climbing, crawling, water, fire, ice and lots of mud!

The event raises valuable funds for North Devon Hospice, who provide specialist care and support to people who are affected by a life-limiting illness.

We raised £1,001.80!



Winter Wordsearch Competition

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

- | | | |
|-----------|----------|----------|
| SNOWMAN | PENGUINS | TINSEL |
| WREATH | TOYS | STOCKING |
| HOLLY | SCARF | TURKEY |
| CHRISTMAS | SANTA | ELVES |
| ICICLES | ADVENT | RUDOLPH |

How to enter:

Fill out the form and send it to the address below by 19/01/2018 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 snowmen (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 19/01/2018 for a chance to win a £20 voucher.

No. of snowmen:

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 19/01/2018