

HomeNews



Written in partnership by customers and staff of North Devon Homes

Winter 2022

north devon homes



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Welcome to our newsletter

In these unsettling and challenging times, we all know how important and precious it is to have a safe and secure home. The significant impact of the cost of living, energy and the economy are already being felt by customers.

As a community landlord we are always looking at ways we can make a difference to help support customers through these challenging times by ensuring we keep our rents as low as we can. As we do this, we also balance the need for new homes and the investment in making improvements to existing homes to improve their energy efficiency.

It was so great to be able to see and speak to so many customers at our Summer Fayre in August and hear first hand how things were for people following the pandemic. This event, and many others we have been working on with customers, has really helped us prioritise what is important to you and how we do it - you will find plenty of information and updates on this work in this edition of Home News.

It was really sad to say goodbye to Dawn Ash who has done so much for customers over 13 years volunteering with us at NDH. Dawn's commitment to improving services for customers and being one of the customer voices that keeps us connected will be really missed and we thank Dawn on behalf of everyone across the business and community for the considerable value and difference made by her over that time.

We welcome the new Chair of our Customer Board Partnership, Jane Ricketts, and look forward to working with Jane on helping us deliver for our customers through these challenging times.

Martyn Gimber
Chief Executive



Having your say

Telephone surveys

In the last year we introduced telephone feedback surveys for our repairs service and our customer care team. This feedback is vital in helping us to understand if customers are happy with the services we provide and where we can make improvements in future. These surveys are key in ensuring we are able to listen to our customers at all times. If you haven't yet received one of these surveys, here's what to look out for.

If you have had a recent repair or have been in touch with our Customer Care Team, you may be selected at random to receive an automated telephone call from **01271 500 002** or **01271 500 005**.

When you answer the call, the automated voice asks you to respond to a few questions about your experience with us, asking you to rate the service from 1-5 on your keypad, where 5 is very satisfied and 1 is dissatisfied. The call takes just a few minutes to complete and will not ask for any personal or financial information.

Since implementing the surveys, we have seen a large increase in the number of compliments being received for our teams, which has been wonderful to hear. However, the surveys also help us to resolve issues more quickly, as we can respond immediately to any dissatisfied responses.

Home improvements survey

Have you had any planned works carried out in your home recently, such as a new kitchen, new bathroom, new boiler or rewire? Why not complete our feedback survey so we can continue to make improvements to our services?

www.ndh-ltd.co.uk/contact-us/home-improvements-works-survey

For the next few months we are running a monthly prize draw for those who respond to these surveys to win a £10 shopping voucher. So, just a couple minutes of your time could win you a prize!



Seasonal Opening Hours

As the festive season approaches, we'd like to inform our customers of our opening arrangements. Our Head Office, telephone lines and repairs service will be open as follows:

Until Thursday 22 December:
08.30 - 17.00 as normal

Friday 23 December: 8.30 - 13.00

Saturday 24 to Tuesday 27 December: Closed

Wednesday 28 to Friday 30 December: 8.30 - 16.00

Saturday 31 December to Monday 2 January: Closed

From Tuesday 3 January:
08.30 - 17.00 as normal

If you have an emergency outside of these hours, please call either **0800 9170619** or **01271 312 522**.

Please note, due to our flexible working policy members of the team may be working remotely during the festive period. Where possible, please contact the team member before visiting to ensure they will be in to see you.

If you have something that is not an emergency, you can continue to log these via our website 24 hours a day, 7 days a week at www.ndh-ltd.co.uk including:

- Reporting repairs
- Reporting anti-social behaviour
- Logging complaints
- Giving feedback
- Making job applications
- Request tenancy changes
- Update occupant information
- General queries

Customer Involvement

Scrutiny Panel

Our Scrutiny Panel would like to say a huge thank you to the 299 customers who completed the grounds maintenance survey.



The results of this survey helped the Panel in making the 7 key recommendations and observations in the report such as:

- The recently developed Estate Services Team is value for money, with high levels of satisfaction.
- Customers should have more information on which grassed areas are not NDH's responsibility to cut.
- The Use of Communal Spaces Principles should be updated.
- Specific feedback relating to community issues will be followed up with customers being consulted.

The Panel noted that there were many comments on the collection of grass clippings. Having reviewed the associated extra costs to customers in collecting these clippings they recommended that:

- The Estate Services Team continue to cut the grass more frequently, which will leave shorter grass clippings.
- Customers are made aware of the increased frequency of grass cutting.

Our Scrutiny Panel has requested that this review and all future reviews they undertake, be available on our website.



"The needs of customers must be at the heart of strategic decision making. Now customers are being listened to, the "Front room to Boardroom" ethos is driving the change where needed. With line managers invited to the reviews we are establishing a relationship grounded on trust and accountability ensuring customers are being listened to and it is not just lip service."

Tracey, Customer Scrutiny Panel Chair

Over the coming months the Scrutiny Panel will review Independent Living Services and Response Repairs.

Customer Board Partnership

A big goodbye and thank you to Dawn

A couple of months ago we said goodbye to Dawn Ash, one of our longest serving members of our involved customer groups. Having been with NDH for almost 13 years, Dawn has been a friendly face both as a customer and Board Member, having sat on the Board for seven years. When asked about her time at NDH, she said:

"The voice that customers have into the key decision making at NDH is one of the best that we can see from speaking to other housing association customers and is a real asset to how well the business is performing. I've relished my time as part of Team NDH and am so grateful for the chance to have my voice heard from my front room to their Board room."



I'm so pleased with the number of improvements I've seen for customers and for the chance to help so many other customers directly during my time."

We wish Dawn all the best as she steps back to spend more time with her family and a big thank you for all her hard work over the years!

And a big hello and welcome to Jane!

As one tenure comes to an end, we welcome a new era of CBP with the newly elected Chair, Jane Ricketts. Jane chaired her first meeting earlier this month and we welcome Jane to her new role.



Health and Safety Customer Partnership

This group has had a very busy few months including appointing a new customer Chair, Kate Olds. Kate is also NDH's Lead Energy and Efficiency Customer Champion, having a keen interest in customers being safe in their homes and communities. Read more about Kate's energy work further on.

Along with Health and Safety staff from NDH, customers have visited Medard, Magdalene Lawn, Loverings Court and Sellick Court consulting on Fire Safety and listening to any customers concerns. These events give customers opportunity to share their living experiences and concerns around health and safety - we welcome everyone's feedback.

Regarding her new appointment as Chair, Kate said:

"I have enjoyed being involved with the health and safety group for over a year now, which helps make sure we all have safe homes and a community in which to live. It gives me as a

customer a chance to chat to other customers and listen to any concerns they might have."

Customer members are keen that any recommendations or suggestions are followed up by NDH and so to ensure customers are kept informed, the group holds informal "You Said, We Did" coffee mornings where they have conversations to update customers on the actions implemented and what has been done.

These coffee mornings are very popular. If an invite pops through your letterbox, please do come and join us. Over the next few months, we will be visiting Castle Quay Court in Barnstaple and The Candar in Ilfracombe.



Fresh Ideas



Over the past few months our Fresh Ideas volunteers have been looking at how we communicate important information to customers in a way that is understandable.

Together with various teams at NDH they have co-designed a variety of leaflets and documents, ensuring that where technical terms and data are used, customers can understand what we are saying. A good example of this was where NDH was successfully granted funding to pilot an energy efficiency project on several bungalows in Bishops Nympton and Witheridge.

Working with our Surveyors to understand the many causes and possible solutions to damp and condensation, Fresh Ideas also reviewed the Damp and Condensation leaflet which is available on our website.

Alongside our Customer Services Manager, Diane Larter, they have co-designed the telephone survey questions many of you may have already responded to.

Working with our Scrutiny Panel and our Head of Neighbourhoods, Fresh Ideas also co-designed the grounds maintenance survey and the new Communal Gardens Principles which is available on our website.

“The friendly group members have made me feel very welcome and I hope to contribute to the important, interesting and enjoyable work they do in collaboration with NDH staff in helping to make a positive difference in our community.”

John, Fresh Ideas customer volunteer.



If you would like to get involved and meet our other volunteers, please contact Tracey Williams by phone on 01237 313384 or by email at Tracey.Williams@ndh-ltd.co.uk.

Alternatively, just pop along to one of our coffee mornings, you can find details of these on page 8.

Energy Efficiency Champions

After an energy efficiency project was identified, customers worked with our Asset Team to understand the works that would be carried out, designing the leaflet and letter that would be sent to affected customers.

Our Customer Energy and Efficiency Lead volunteer Kate, together with other volunteers, then undertook visits to these customers to explain what was going to happen in their homes. When these works are complete, Kate will take her volunteers back to ask customers what the experience was like and how energy efficient their homes are as a result of the improvements.

“I have had the opportunity to talk to 41 customers who are welcoming the grant funded changes and improvement to energy efficiency in their homes”

Kate, Lead Energy and Efficiency Champion



Another of our energy efficiency champions, Richard, went to the Fit for Retrofit event in Exeter where he spoke to other south west housing associations about his volunteering activities with NDH. On the experience he said:

“It was a privilege to speak at the conference to tell other associations that NDH has a good voluntary involvement committee, that is respected and listened to.”

Richard, Customer Volunteer

Customer Involvement Events



Involved customer volunteers attended the Customer Summer Fayre enjoying chatting to other customers over a cup of tea or coffee at the Community Involvement Café.

These events are ways for customers to get to know our Customer Involvement Team and other involved customers. Do come and join us, whether you just want to have some fun or are interested in getting to know what we do and who we are.

We held monthly coffee mornings at Mariners Close, The Candar, Magdalene Lawn and a monthly bingo at Medard House. In October we also hosted a roast lunch with residents at The Candar and an autumn BBQ at Medard House.

Coming up...

1st Thursday of every month

10.30-11.30am
Coffee morning at Magdalene Lawn, Barnstaple

3rd Thursday of every month

10.30-11.30am
Coffee morning at The Candar, Ilfracombe

3rd Friday of every month

2-3pm
Bingo at Medard, Barnstaple

Meet Patsy, our longstanding Customer Volunteer

"After losing my husband in 2009 I was at a loss wondering what I could do with my time, in 2010 I had an invite from NDH inviting me to a Customer Forum meeting which I found very interesting and I felt I could help people, so got involved.

Over the years I've helped people to downsize, joined the Customer2Customer, Scrutiny, Fresh Ideas, Health and Safety Partnership and Customer Board Partnership. I enjoy talking to customers and have met some lovely people who have become friends and enjoy everything I do."



Money Matters

Financial hardship

We know times are tough for everyone at the moment. As a community landlord we are doing our best to ensure that customers who are struggling financially are getting all support possible, whether in terms of advice from ourselves, further support from external partners or just ensuring that customers are receiving all they are entitled to in terms of benefits.

If you are struggling to pay your rent, please don't worry in silence. Get in touch with a member of our Income Team who will be happy to discuss your options with you. Last year no-one lost their home with NDH due to rent arrears and we hope that this will remain the case again for this year.

To get in touch with our team, email rents@ndh-ltd.co.uk or call 01271 312500.

Missing Pension Credit

Many pensioners are not claiming all that they are entitled to, which has led to around £1.7 billion of unclaimed Pension Credit. We would like to check that this doesn't apply to you, so please do contact us if you are pension age and are either:

- single and getting less than £182.60 per week in pension; or
- a couple getting less than £278.70 per week in pension.

We can complete a benefit check and help you to claim anything that you are missing.

Social broadband

Did you know that if you are on benefits, you could receive a cheaper broadband tariff to help save you money each month on your bills? Just 'Google' social broadband tariffs to find a range of options and articles on the lower cost scheme.

What is a Credit Union and how can it help me?

There are lots of banks, building societies and other financial services providers out there but did you know that credit unions are also regulated and offer both loans and savings accounts?

Credit unions began in Northern Ireland in the 1960s and Westcountry Savings and Loans, our Credit Union Partner, was formed in 2004. Since then, they've grown and helped individuals and communities, some of which are in the most deprived areas of the south west, working alongside amazing local charities, partners, and other organisations - all of whom want to help as many people reduce financial stress and plan for a better financial future.

As the largest not-for-profit credit union covering the southwest region, Westcountry Savings and Loans offer members a range of savings accounts and affordable loans. They are owned by members and put service before profit.

Westcountry Savings and Loans are delighted to partner with North Devon Homes and a number of other social housing providers, offering customers affordable loans and savings accounts, encouraging ethical borrowing and saving at all ages. For more information visit www.westcountry.org.uk



Energy Saving & Efficiency

Slow Cooking

If you don't use a slow cooker, you could save yourself a good amount of money on energy by switching to this more economical way of cooking. Slow cookers are not only a great way of batch cooking meals for a few days or for freezing but they also use a lot less electricity. You can find a range of great meal ideas online too!

According to research by energy supplier Utilita, slow cookers cost roughly 16p a day, or £59 annually to run. In comparison, the average electric oven can cost 87p per day, or £316 a year.



We'd love to hear your best slow cooker recipes so we can share them with other customers!

For your chance to win a slow cooker just email your favourite recipe, your name and address to marketing@ndh-ltd.co.uk or post it to:

FAO Marketing, North Devon Homes,
Westacott Road, Barnstaple EX32 8TA

Competition entries must be received by 31st December 2022.

Full terms and conditions are available on our website: www.ndh-ltd.co.uk/competition-tcs



WIN A SLOW COOKER

More funding awarded to NDH for energy projects

We have been awarded funding to install photo voltaic or PV panels (solar panels) to 16 properties. These will be connected to a variety of different heating and hot water systems to measure the effectiveness of the PV panels in reducing the energy required for heating and hot water. The properties we will be working on are a selection of our off-gas rural properties to help improve their energy efficiency.

Tips to save energy and money

We've already mentioned the slow cooker tip in our other article, but with the tips below you can save yourself a lot of money each year!



Wash clothes at 30 degrees or lower and reduce your washing machine use by just one run per week = **saves around £34 a year**



Avoid using a tumble dryer. Dry clothes outside in fresh air or on a rack in a well-ventilated room = **saves up to £70 a year**



Instead of filling your kettle straight from the tap, fill it using the cups you will drink from to ensure you are only boiling the water you need = **saves £13 a year**



Swap one bath a week to a 4 minute shower = **saves around £20 a year**



Keep showers to 4 minutes = **saves around £95 a year**



Leaving a room? Turn off the lights = **saves £25 a year for the average household**



Turn everything off standby mode when not in use. Turn everything off at the plug = **saves around £65 a year**



When cooking on the hob, use the right size ring for the pan and keep the lid on to keep the heat in the pan = **uses 30% less energy!**



Reheating food? Don't use the oven, a microwave is a lot more economical and faster = **cooking a jacket potato can save 25% of energy in the microwave**

How are we getting on with our energy projects?

Following our funding win for the Social Housing Decarbonisation Fund (SHDF) we have completed all retrofit assessments to properties under this phase. We've progressed works to remove all existing defective cavity wall insulation and replaced any thermal doors that needed replacing. Next steps are to refill the cavities and to start applying the new external wall insulation.

Are you one of the customers undergoing works? We'd love to hear your story!

The second wave of SHDF bidding is under way, with the deadline falling just before this magazine lands on your doorstep. As part of the consortium of housing associations across the south west we are seeking funding for over 100 properties to make energy improvements.

In the Community

What a Summer Fayre!

Back in August we held our annual Summer Fayre (the first post pandemic). The day was well attended by customers, partners and local businesses and it was great to showcase what work goes into our services from all sides, whether from NDH, our partners, or our work with customers.

The day was a fantastic opportunity for customers to enjoy a free fun day out with their family and friends, as well as getting a chance to meet all members of the team in a more informal setting. Hopefully you can see from the photos just how much fun was had – despite the soaring heat of the day!



As it was the first year at a new venue, we are already taking feedback for next year's event to see where improvements can be made, such as trying to improve transport and accessibility.

If you have any feedback that you haven't already submitted, please do email marketing@ndh-ltd.co.uk so we can make sure all voices have a chance to feedback!

See you next year!



Cleaning up our communities in 2022

Post Covid, we relaunched our clean up days in our local communities. These days are designed so that our wider teams can get out into our neighbourhoods to carry out additional estates work such as litter picking, weeding and general gardening and maintenance to our public spaces. These days are on top of the work carried out by our own in-house Estates Team who work in our neighbourhoods every day of the week.

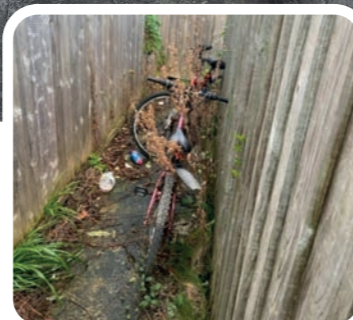
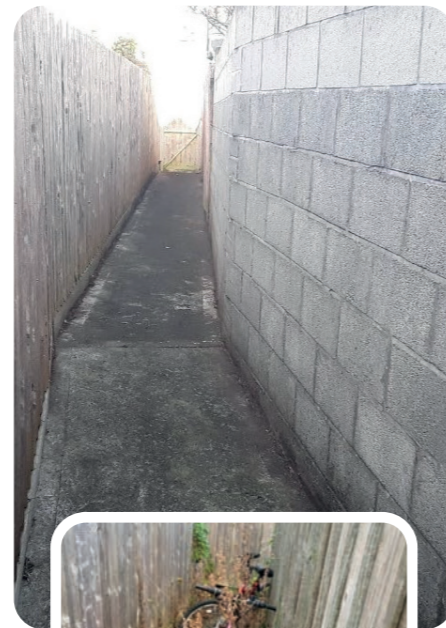
Here are just a few of the before and after shots from the clean up days and some of the work from our Estates Team.



Thornes Terrace



Congrams Close



Pill Gardens



Goodleigh



Oak Tree Gardens



Empty homes

Our Neighbourhoods Team deals with a wide range of different issues, one of which is empty or abandoned homes, or properties where the customer may be living elsewhere and not using it as their main and only home.

We recently took possession of a vitally needed five-bedroom home, which wasn't being lived in by the customer. We had to go through a long process to prove this to the courts, providing lots of evidence to help us successfully get possession.

This home has now been relet on Devon Home Choice to a family in need who were in temporary accommodation.

If you are going to be away from your home for more 28 days or your job means that you will be away for long periods, you will need to discuss this with us so we know that you have not abandoned your home.

If you plan to leave your home permanently, you need to give North Devon Homes 4 weeks notice. Details of how to do this and the ending your tenancy form can be found on our website or by calling our Customer Care Team.

If you know of an empty home, please do let us know by emailing enquiries@ndh-ltd.co.uk.

Key signs of a property being unlive in are: the garden being unusually overgrown; you haven't seen anyone going in and out of a property for a few weeks; or you see different people suddenly living at the address.

Reducing food and energy costs

By Flora Gardiner (NDH Customer)

Living areas

- Turn your heating down in lower use rooms using the radiator dial (if you have one) to help reduce the energy used. Remember though, it's good to keep your heating on low at all times even if not in use to avoid problems with your home such as damp and mould.



Shopping

- Credit Unions offer low interest rates/Christmas loans. If they go bust, you get your money back. Never use hamper clubs/overspend without an official loan.
- Always make a list and stick to it – do not over buy.
- Shopping when hungry, anxious, lonely or angry triggers impulse buys.
- Join Freecycle – people give stuff away.



Cooking

- Batch cook – see my online article for giant biscuits, truffles, Christmas goodies, jam.
- Traditional cookery books use basic ingredients: Jamie Oliver's 'Ministry of Food', WI, Hairy Biker, 'The Cook's Scrapbook'.
- Save energy - buy cakes/ biscuits to decorate. Use ready pastry.
- Air fryers use less energy. Make 'take-aways' using 'Hairy Biker' recipes.



Kitchen and laundry

- Put the remains of your boiled kettle in a '12 hour hot' flask – to use you're your next coffee or washing up without having to reheat it.
- Wash clothes at lower temperatures.
- Rinse dishes daily until dishwasher is fully loaded.
- Do washing just once a week if you can in one large load rather than half loads.



In the garden

- Make planters – add drainage holes to any container; drill-bits are inexpensive.
- Buy refurbished tools. Old steel sharpens better.
- Save seeds – Dry pods, remove seeds, store in paper packets.
- Diamond sharpening tool [c. £10] - sharpen scissors, knives and mower blades at home.

Team News

A change of Chair

Earlier this year we said goodbye to the Chair of our Board, Robert Stronge, after his eight years of service with NDH. Robert oversaw many challenging times at NDH, including the four-year rent cap, the pandemic, and the beginnings of the economic downturn that we are seeing now. He has been a vital piece of the link between our Board, our team and our customers coming to hundreds of customer meetings during his time. Goodbye and good luck to Robert in his future roles!



In Robert's place, we welcome Colin Dennis officially to the position of Chair of the Board. We've mentioned Colin before here in Home News since he started with us at the end of last year and we are extremely excited about the ideas and plans he has in mind to help us push forward with our aims and ambitions as a business, especially during such a difficult economic time.



Changes to the Customer Care Team

To help strengthen our Customer Care Team and improve the support we provide to our customers, we have made some changes to our team structure. The changes we have made introduced two new levels within the team to help improve the knowledge and strengths that the team hold: Senior Advisers and Admin Assistants.

Our two Senior Advisers, Lorna and Sam, who have been with the company for many years, help to coach less experienced members of the team, to ensure there is consistency of information delivered within the team. They work closely with our Customer Services Manager.

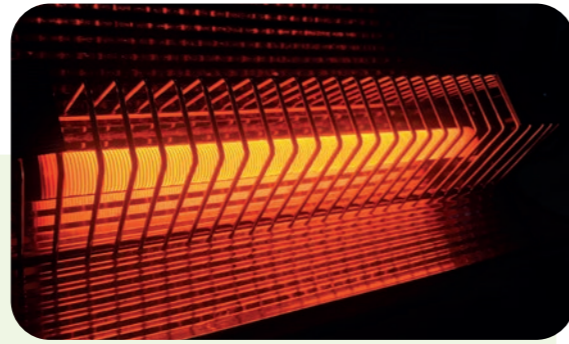
Our two Admin Assistants, Daisy and Jake, help with admin tasks, to take the pressure off our Advisers so they can be more readily available to assist customers. Daisy and Jake also help the rest of the organisation with their admin tasks, which gives them a good insight into how the whole business runs.

30 Years

In the last year we have celebrated three huge anniversaries at NDH; James, Anne and Cath have all been with the company for 30 years! They were all previously with North Devon District Council and came over to NDH as part of the housing transfer in 2000. All three are key members of Team NDH and we hope we can welcome more people to the '30 Club' very soon!



Portable Heaters and Gas



We're seeing an increase in the use of portable gas appliances being used by our customers now that costs are rising around using general heating systems. Our policy is to not allow the use of these types of gas heaters in their home due to the dangers that could come with their use.

- Heaters that use gas from cylinders are not as efficient, cost more to run and are a greater fire hazard than installed gas or electric heating systems
- Gas heaters must be used in well-ventilated areas due to the risk of carbon monoxide poisoning. Carbon monoxide (CO) is the most common form of household poison. You can't see it, taste it, or smell it. Carbon monoxide poisoning can be fatal or cause permanent damage to your health. A carbon monoxide alarm should be placed in the vicinity of the appliance
- Heaters must be switched off before going out or going to sleep
- Portable gas fires can increase the risk of condensation and mould, especially in rooms that are not adequately ventilated

Portable gas fires can increase the risk of fire in the home, so:

- Heaters should be kept at least one metre away from furniture and curtains, and never be used to dry washing
- Never move a portable heater when it's switched on
- Use fire guards to prevent children or pets from touching them
- Gas cylinders should be stored securely outside, away from heat sources and direct sunlight

We acknowledge that due to the energy supply crisis and the rapidly rising costs our customers are facing unprecedented financial hardship, however alternative methods of heating can often be more expensive.

- Only heaters with a British or European safety mark should be purchased
- The fire service and manufacturers recommend that portable gas appliances are serviced annually, this would fall outside NDH's current gas servicing programme, so customers need to ensure this is arranged and paid for themselves

Further advice can be obtained by calling NDH on 01271 312500 and if you would like to arrange a Home Safety Visit, which is provided by Devon and Somerset Fire and Rescue Service, please either contact NDH or the fire service directly on 0800 05 02 999.

In the event of a fire please call 999, if you live in a block of flats follow the emergency procedures provided to you by NDH.



Alarm regulation changes

On 1 October 2022, the smoke and carbon monoxide alarm regulations were updated to include more items. We already service alarms to this higher standard and so the amendments are already undertaken by NDH, but with these changes, we thought it was a good opportunity to remind customers about a couple of points:

Remember that you are responsible for testing your alarms are working on a weekly basis. Every Tuesday we post a #TestItTuesday reminder on our Twitter profile if you follow us.

Customers need to report any faults on alarms immediately, so that we can make any relevant repairs or replacements. You can do this by calling us on **01271 312500** during office hours or by visiting our website **www.ndh-ltd.co.uk**

Electrical connections to outbuildings

Due to the fire risk associated with connecting electricity in outbuildings such as sheds, we do not usually give permission for such works to be undertaken. If unauthorised electrical installations are identified, customers may be at risk to having these disconnected for your safety.



What we're doing to keep you safe in your home

As your landlord we are dedicated to keeping you safe in your home. To do this we have an extensive servicing and surveying programme. Every five years we will carry out a full home survey on your property to ensure it remains safe and the condition of your property remains to standards. Between surveys you can report repairs to the team via phone, email or on the website.

We also undertake annual checks of communal spaces and service gas and oil boilers, smoke and carbon monoxide alarms and other heating appliances in homes at a minimum of once each year. We service electrics every five years to ensure their continued safety.

All our servicing visits are really important to keep you safe, so please ensure you take the time to allow access for these vital appointments. Thank you to everyone who has worked with us to get your servicing done on time.

Living in your home

Responding to repairs

When you report a repair with us, either by telephone, email or via our website, your repair is categorised so we can ensure that work is completed in a timely manner for all customers. This ensures we have resource available to respond to emergencies when they may occur.

We've listed our categories and a few examples of each below.

Depending on your own circumstances certain repairs may become more urgent, for example, if you are an older or vulnerable person and it is the middle of winter, heating or hot water problems would be escalated.



Emergencies - Will be seen within 24 hours (including out of hours)

These are repairs which are required to avoid danger to health, a risk to the safety of customers, or serious damage to property. This category could include things such as unsafe structures, being stuck in or out of your home, smashed windows, loss of water or gas leaks.



Urgent - Will be seen within 5 working days

Urgent works are those which affect the comfort or convenience of a customer. Things such as loss of heating, blocked toilets, smaller ongoing water leaks, loss of heated water, lift breakdowns, broken smoke alarms and light fitting faults.



Routine - Will be seen within 20 working days

Routine works are more general repairs and include things such as joinery, tap repairs, functioning door or window repairs, broken light fittings, kitchen repairs, all outbuilding works and plasterwork. Generally, these are works that may need parts ordering.

We also have another category for works that don't fall under a general repair but do need work doing before our next rotation of planned maintenance each year. These works usually would need things like scaffolding or other arrangements to be organised. These are completed within 120 days.



Bat monitoring

After some works in the area at Balls Corner in Burrington, we had an ecological survey carried out to monitor and report back on the number of bats in the area. The monitoring saw 43 bats emerge, which was only one less than the previous year before the works. This shows the effort to reinstate the roosting features during our works worked brilliantly. Great to see that nature was not affected during our essential developments!



What's it like at our newest affordable housing development?

We asked a new customer what it was like living in one of our newest affordable housing developments:

"It's a beautiful flat, so much light, and a view from every window. I'm very lucky to have rolling hillside views, offering a country style of living yet being central for shops and local services." **Taw Wharf Customer**



Handover at Easterly Park

Back in April 2022, we took handover of the last Phase of Easterly Park development, which is situated to the east of Braunton, close to the popular area of Lower Park Road. This was the culmination of 3 years working closely with Chichester Developments to provide 5 social rent and 4 shared ownership properties.

The development comprises of 19 affordable homes and a large area of open space. An important part of the project was the ecology mitigation measures which have been incorporated into the development to protect the local fauna and flora, including the native hedgerows, hedgehogs, and bats.

Given the success of this project, we look forward to working with Chichester Developments again in the future!

Thought about getting on the property ladder?

One of our newest Shared Ownership customers said the following about their move from social housing to home ownership:

"Thank you for the help and support getting us into our dream home. It's fantastic to be back on the property ladder! Something we thought would never happen again."

Mr and Mrs B



Brain Teasers

For adults

Quiz

- In what year was the first iPhone released?
- The tallest building in the world is located in which city?
- Who directed Pulp Fiction?
- Where is the original Starry Night by Vincent Van Gogh housed?
- How many actors have played the role of James Bond?
- Beirut is the capital of which country?
- In tennis, what piece of fruit is found at the top of the men's Wimbledon trophy?
- What was the first single to be released by the band Oasis?
- Eye of the Tiger is from the soundtrack of which 80s film?
- What currency is used in Turkey?

Sudoku Puzzle

Every square has to contain a single number. Only the numbers from 1 through to 9 can be used. Each 3x3 box can only contain each number from 1 to 9 once. Each vertical column can only contain each number from 1 to 9 once. Each horizontal row can only contain each number from 1 to 9 once. Once the puzzle is solved, this means that every row, column, and 3x3 box will contain every number from 1 to 9 exactly once.

5	6	2		3	4	8		1
			7		8			5
9	7		6	5		2	4	
1	8		2		5	4		7
		9	1		3			
2		3		4		6	1	9
3	1		5		6		9	
	2		3	7		1		4
8		7	4		2	3	5	

TV Anagrams

QUENTIN, MORRIS, SAM, BERT, THORA, HORACE, WINSTON, WALDO and HETTIE were all discussing a typical Sunday's TV viewing back in the day. Use the letters of their names once each to reveal the programme titles.

S _ _ G _ _ F P _ IS _
 _ OU _ _ YFI _ E
 A T _ _ _ S R A _ S OW
 L S _ OF _ _ _ U _ E _ _ E
 H A _ _ _ E _ _
 _ H _ P L T C _ S O _
 T P _ GE _ _

Quiz Answers: 1. 2007 2. Dubai (Burj Khalifa) 3. Quentin Tarantino 4. Museum of Modern Art, New York 5. Nine 6. Lenanon 7. Pineapple 8. Supersonic 9. Rocky III 10. Turkish Lira
 Anagram Answers: Songs of Praise, Countryfile, Antiques Roadshow, Last of the Summer Wine, Heartbeat, The Politics Show, Top Gear

Just for fun



Winter Wordsearch

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

- WINTER
- SNOW
- BLIZZARD
- COLD
- HOT COCOA
- DECEMBER
- CHRISTMAS
- COAT
- GLOVES
- BOOTS
- EARMUFFS
- ICE
- SKI
- SLED
- SNOWBOARD

Mini Quiz Answers: 1. Woody 2. Green 3. Pinochio 4. Tinkerbelle 5. Ice 6. White 7. A pail of water 8. Butterflies

Mini Quiz

- What is the name of the toy cowboy in Toy Story?
- What is the color of an emerald?
- Whose nose grew longer every time he lied?
- What is the name of the fairy in Peter Pan?
- If you freeze water, what do you get?
- What colors are the stars on the American flag?
- In the nursery rhyme, Jack and Jill, what do Jack and Jill go up the hill to fetch?
- What do caterpillars turn into?



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

Wordsearch Answers

Noticeboard



We will always ask a few security questions when you contact us. Make sure your details are up to date so you don't run into any hiccups when you do need to reach us.

Be aware...

of solicitors cold calling and bullying people into make claims for disrepair instead of making complaints or reporting repairs in the correct way - overall you could be down thousands of pounds in hidden fees if the claim is not successful, despite what they may tell you.

If you have a repair, talk to us and we will work with you to get these done. We have an open and transparent complaints procedure should you want to make a complaint and would hate to see any customer defrauded based on false information and claims.

Are you looking for a new job or challenge?

Did you know as a customer you are able to apply for jobs at NDH?

We have a number of customers in Team NDH! Keep an eye on our vacancies at www.ndh-ltd.co.uk/join-team-ndh



Have you heard of a local food pantry?

We're seeing lots popping up around our communities and we'd like to make a list for our customers. Food pantries are small community run cupboards or stores that give out items of food to anyone who needs a helping hand with no questions asked.

So, if you are in need, or able to donate, visit your local pantry.

Did you know that in the event of a flood, fire, burglary or burst pipes, NDH is not responsible for replacing your damaged or stolen items?

Protect your belongings with contents insurance. Find out more at www.crystal-insurance.co.uk