



# Tenant Newsletter



Housing People  
December 2022



Jake - Age 5

## HELLO AND WELCOME FROM JANET

Happy Holidays everyone.



The Performance Panel has had plenty of work throughout 2022 and 2023 looks to be busy as well. We are so pleased to now be working very closely with tenants, the Panel has met some of you when we had our meeting in the community. Surveys are being completed which gives us a very clear idea of what is important for you all, and we are about to do some asked for home visits. Your voice is so important to the panel, without this we cannot work on your behalf. The Youth group is now live and we look forward to great things from the younger tenants and families, so please come forward if you think you can help.

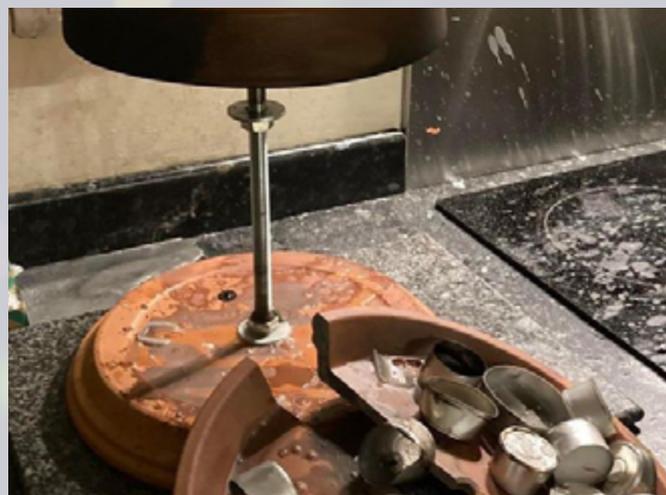
Some of the Panel members are 'going back to school' revising and updating their skills to help us be a better representative for you.

Cornerstone along with the panel have been having discussions with Community Builders, and various community groups to join links, this will enable our tenants and their community to know what is happening in their area, such as Toddler Groups, Mums groups, Knitting, Art, Coffee and Natter, Wellbeing, Yoga, Park Life and even Flood Emergency watch. Let us know what you may be interested in, could be you want to start a group, Cornerstone maybe able to help. If you don't ask, you may miss out.

Have a great holiday and very best wishes for 2023  
Janet Gale (Chair)

### **DO NOT TRY THE TIKTOK CERAMIC POT HACK**

Candles and tea lights increase the risk of fire in your home and should not be used for anything other than their intended purpose. They should be put in heat-resistant holders that hold the candle or tea light firmly and placed on a flat, stable and heat-resistant surface. Please do not place candles within a terracotta pot to create a heat source as this is dangerous and can lead to the pot cracking and spilling wax all over your property which can lead to a fire.



# CHRISTMAS COLOURING COMPETITION

Thank you to everyone who entered our Christmas colouring competition, all the entries are currently on display at our Western Way office. The winner is Jake Harder whose winning drawing is featured on the front cover of the newsletter. Jake will be sent a £20 gift voucher for winning the colouring competition. Below are some of our other favourite entries.



## OPENING HOURS OVER CHRISTMAS 2022

Head Office and Repairs to close at 1pm on 23rd December 2022

**23rd December - 2nd January** - Emergency repairs only

**Call 01392 273462 option 1**

An emergency call out is something which has the potential to:

- cause danger to someone's health and safety or
- cause immediate serious damage and destruction to a property, home or building.

See [www.cornerstonehousing.net/tenant-handbook](http://www.cornerstonehousing.net/tenant-handbook) for more information on what is classed as an emergency and what is classed as routine.

Customer Services - **01392 273462 option 3**

Phone lines open 28th December - 30th December - 9am till 5pm.

**3rd January all services return to normal.**

You can make a rent payment, report a routine repair or make an anti-social behaviour report via our website 7 days a week.



## **MERRY CHRISTMAS FROM OUR EXECUTIVE TEAM**

**On behalf of Tim, Yvonne, Clare, Tom and Anne thank you for reading the newsletters and sharing your views with us. We have analysed the feedback you have given us over the last year in surveys, via the tenant-led Performance Panel, during our visits in your neighbourhoods as well as through your complaints. All of this has helped inform our decision making and recommendations to the Board. Your feedback is really important to us, as is responding to the things that matter to you where we can.**

**We hope you enjoy the festive break, and we look forward to hearing from you again in the New Year!**

**Best wishes from the Executive Team**



## CHARITY SUPPORT AT CHRISTMAS



The Moorings offer mental health support in a welcoming, safe, comfortable, non-judgmental, and non-clinical environment. Their team is available to provide emotional, social and practical support if you are in crisis or feel you are heading toward a crisis situation.

St Leonards GP Practice, Athelstan Road, St Leonards, Exeter, EX1 1SB. 10am-midnight, Monday-Friday & 12pm-midnight, Saturday-Sunday.

For more information call **07990 790 920** or email **devonexeter.mhm@nhs.net**

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Age UK Advice Line is open 365 days a year, including Christmas day, providing answers and reassurance to older people who have no one else to turn to. If you or someone you know needs support, call them free on **0800 678 1602**, 8am to

7pm. For more information visit **www.ageuk.org.uk**

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If you find Christmas a difficult time of year, Mind have some tips to help you cope:

- *Plan ahead - think about what might be difficult about Christmas for you, and if there's anything that might help you cope.*
- *It's ok to prioritise what's best for you, even if others don't seem to understand.*
- *Consider talking to someone you trust about what you need to cope.*

For more information visit **mind.org.uk**

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Beat Eating disorders helpline is open 365 days a year and from 4pm – 8pm from 24 December to 1 January. We know Christmas can be a difficult time for people with eating disorders. Changes to routine, whether one developed as part of the eating disorder or one that is helping you in recovery, can be difficult. Beat

Eating disorders offer a range of advice to get you through the festive season

For more information visit **www.beateatingdisorders.org.uk**

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Samaritans is open 365 days a year, including Christmas day, whatever you are going through you might be

feeling tired more often, be feeling emotional, and you might not want to do the things that you usually enjoy right now.

Samaritans are there to listen.

You can call them on **116 123**

For more information visit **www.samaritans.org**

## HEALTHY HOMES CHARTER

We want all our homes to be great places to live, and especially to be dry, warm and healthy. If any of our homes have damp and mould this is a great concern for us, and we will work closely with our residents to find a solution.

During the last few months we have been working with our customer Performance Panel to agree a new 'healthy homes' policy. This ensures that we take an active approach to managing damp and mould, and work in partnership with residents to solve the problem.

We know from regular physical surveys and inspections of our properties, and from talking to our customers, that very few of our homes have damp or mould. Where we do have this problem though, we treat it very seriously.

Sometimes the answer to damp and mould is physical improvements to the property and sometimes it is about managing the balance of heating and moisture within the home. Often it is a combination of all of these.

If you have been experiencing damp or mould, you can report this at any time using our **online repairs form**, or please call us on **01392 273462** (Monday to Friday 9am – 5pm), or email **repairs@cornerstonehousing.net** and we will arrange a priority call or visit.

Our Healthy Home Charter is our commitment to you on the condition of your home. It underpins our approach to reports of damp and mould through our Healthy Home Policy. Our charter also sets out what we reasonably expect of our customers and how we commit to working together to meet our values.

**Visit [www.cornerstonehousing.net/healthy-home-charter](http://www.cornerstonehousing.net/healthy-home-charter) to read our healthy homes charter**

## FOOD BANKS OVER THE FESTIVE PERIOD

### Exeter Food bank

**The Mint Methodist Church**, Fore St, Exeter EX4 3AT  
**The Beacon Centre**, Pendragon House, Beacon Lane,  
Exeter, EX4 8LZ



Mint Methodist Church - All week - 11am - 2pm  
Beacon Centre - Wednesday/Friday - 10am - 12.30pm

For information on opening times call **07818 226524** or email  
[info@exeterfoodbank.org.uk](mailto:info@exeterfoodbank.org.uk)



### Credition Food bank

**The Manse** - Credition Congregational Church  
98 High Street Credition EX17 3LF

Monday 6pm - 7 pm  
Tuesday and Friday 10am till 2pm

For information on opening times call **07740202721** or email  
[help@creditionfoodbank.org.uk](mailto:help@creditionfoodbank.org.uk)

### Exmouth Food bank

**Salvation Army Hall, Sheppards Row**  
**Exmouth EX8 1PW**



Tuesdays between 1:30pm - 3pm  
Fridays between 1:30pm and 3pm

For information on opening times call **07749 322 291** or email  
[help@exmouthfoodbank.org.uk](mailto:help@exmouthfoodbank.org.uk)

If you require a referral code for any of the above food banks  
please call Cornerstone Customer Services.



## UNIVERSAL CREDIT PAYMENTS AND OTHER BENEFIT PAYMENTS OVER THE FESTIVE PERIOD.

You should factor any early payments into your budget and make sure it lasts you long enough to take you through to your next payment date.

- Payments due 24th or 25th you should receive your payment on December 23.
- Payments due 26th or 27th you should be paid on December 23.
- Payments due 2nd January 2023 you should be paid on 30 December 2022.

Other Benefits are likely to follow the same changes over the festive period are

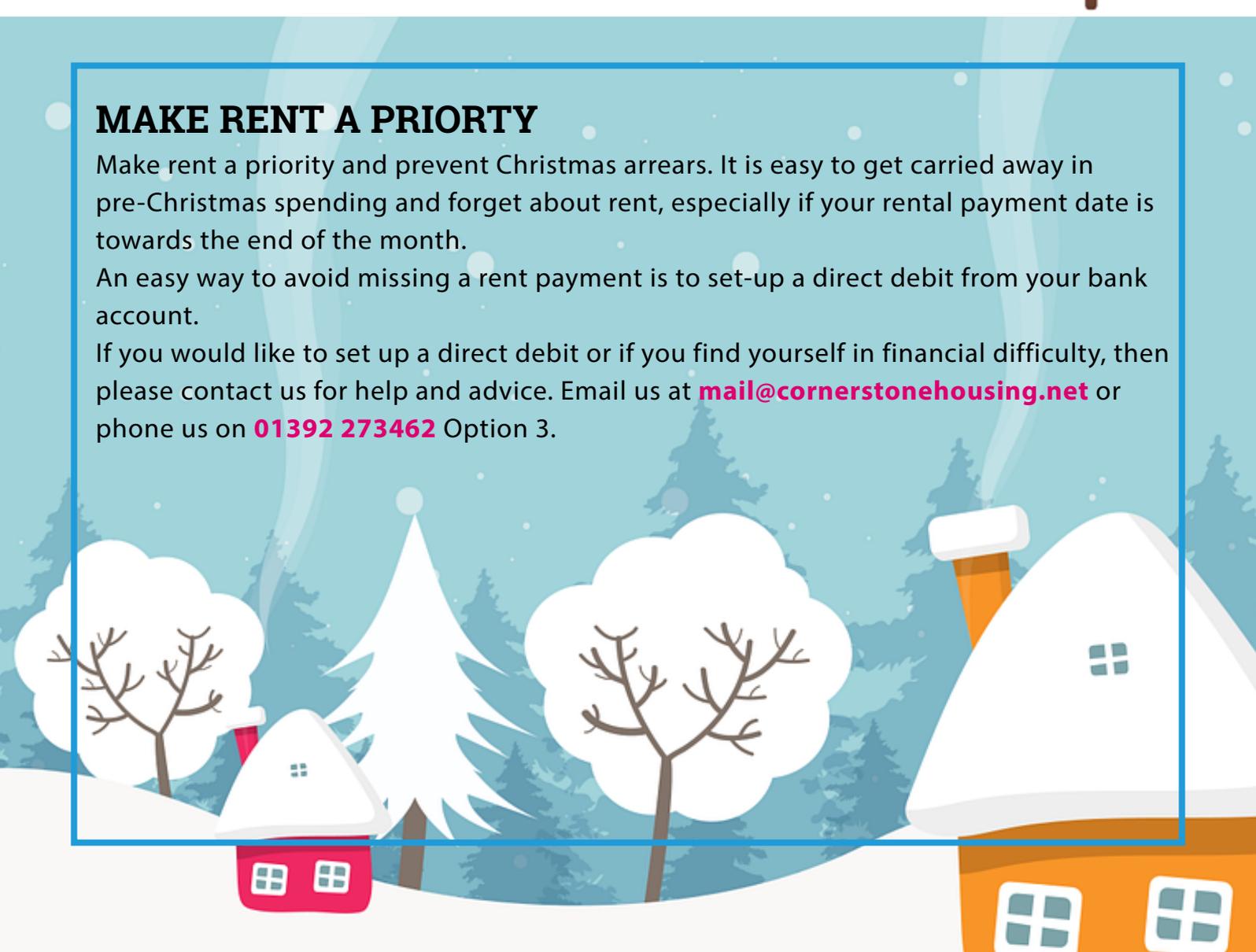
- State Pension
- Employment support allowance (ESA)
- Jobseeker's Allowance (JSA)
- Carer's Allowance
- Pension Credit
- Personal Independence Payments (PIP)
- Attendance Allowance
- Tax Credits
- Child Benefits

### MAKE RENT A PRIORITY

Make rent a priority and prevent Christmas arrears. It is easy to get carried away in pre-Christmas spending and forget about rent, especially if your rental payment date is towards the end of the month.

An easy way to avoid missing a rent payment is to set-up a direct debit from your bank account.

If you would like to set up a direct debit or if you find yourself in financial difficulty, then please contact us for help and advice. Email us at [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) or phone us on **01392 273462** Option 3.





It was only £100 to help towards my rent but she now wants double back before Christmas

#SleighNoToLoanSharks

**STOP LOAN SHARKS**  
Intervention . Support . Education

The cost-of-living crisis has left many people struggling to make ends meet. One consequence is that loan sharks are taking advantage of this hardship. Stop Loan Sharks can provide support if you are dealing with a loan shark [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

## DATES FOR YOUR DIARY

- 21 Dec, Wednesday - December Solstice
- 24 Dec, Saturday - Christmas Eve
- 25 Dec, Sunday - Christmas Day
- 26 Dec, Monday - Boxing Day
- 27 Dec, Tuesday - Substitute Bank Holiday for Christmas Day
- 31 Dec, Saturday - New Year's Eve
- 1 Jan, Sunday - New Year's Day
- 2 Jan, Monday - New Year's Day Bank holiday
- 5 Jan, Thursday - Twelfth Night

## BIN COLLECTIONS

If you are not sure when your bin is due to be collected over the festive period visit your local councils website and enter your postcode.

- Exeter City Council - [www.exeter.gov.uk/bins-and-recycling](http://www.exeter.gov.uk/bins-and-recycling)
- East Devon District Council - [www.eastdevon.gov.uk/recycling-and-waste](http://www.eastdevon.gov.uk/recycling-and-waste)
- Teignbridge Council - [www.teignbridge.gov.uk/recycling-and-waste](http://www.teignbridge.gov.uk/recycling-and-waste)
- Mid Devon District Council - [www.middevon.gov.uk/residents/recycling-rubbish](http://www.middevon.gov.uk/residents/recycling-rubbish)

# CARBON MONOXIDE

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.

## What can causes Carbon monoxide

Carbon monoxide occurs when a fuel-burning appliance has not been properly installed, maintained, or is poorly ventilated. Carbon monoxide can come from:

- gas boilers
- gas cookers and clay ovens
- gas or paraffin heaters
- wood, gas and coal fires
- portable generators
- Using barbeques or camping stoves inside, and turning on vehicle or lawn mower engines in your garage, can also cause a build-up of carbon monoxide.

If the fuel in any of these appliances does not burn fully, carbon monoxide (CO) gas is produced.

## Symptoms of carbon monoxide poisoning include:

- a headache - this is the most common symptom
- feeling sick, dizzy, tired, and confused
- being sick and having stomach pain
- shortness of breath and difficulty breathing.

Anyone experiencing these symptoms with no obvious cause should contact their GP or A&E as soon as possible. These can develop quickly or over several days/months so may not be obvious as symptoms can be confused with many other ailments.

## Prevention - What tenants can do:

Allowing Cornerstone access annually to check and service your fuel-burning appliances as per your tenancy agreement. Ensuring that your CO alarm is not disconnected.

## What does my carbon monoxide detector look like?

Below are some of the common detectors which you will find within our properties. If you don't believe you have a CO alarm please contact us.



## What do I do if my CO Alarm sounds

They rarely beep as a false alarm so if your carbon monoxide detector is beeping or you smell gas you should act fast and get out of the property.

- Stop using all appliances, switch them off, and open doors and windows to ventilate the property
- Evacuate the property immediately; stay calm and avoid raising your heart rate
- Call the Gas Emergency number on **0800 111 999** to report the incident, or the Health and Safety Executive (HSE) Gas Safety Advice Line on **0800 300 363**
- Don't go back into the property; wait for advice from the emergency services
- Seek immediate medical help; you may not realise you've been affected by the carbon monoxide and going outside into fresh air won't treat any exposure by itself
- Advise Cornerstone by calling repairs once safe and well.



## How long do I leave the property for?

- Gas Emergency Helpline will advise the next steps.
- If you are stuck without a property to go to please call us on **01392 273462**

## Where can I get more information?

- Devon and Somerset fire and rescue - [www.dsfire.gov.uk/safety/home/carbon-monoxide](http://www.dsfire.gov.uk/safety/home/carbon-monoxide)
- WHICH magazine - [www.which.co.uk/reviews/carbon-monoxide-detectors/article/what-to-do-when-a-carbon-monoxide-detector-goes-off-](http://www.which.co.uk/reviews/carbon-monoxide-detectors/article/what-to-do-when-a-carbon-monoxide-detector-goes-off-)
- NHS - [www.nhs.uk/conditions/carbon-monoxide-poisoning/](http://www.nhs.uk/conditions/carbon-monoxide-poisoning/)

85

A decorative graphic at the bottom of the page showing a grey dashboard with two circular gauges on either side of a central digital display. The left gauge has red dots and the right has blue dots. The digital display shows the number 85 in red.

# Shared Ownership for sale!

## Belle Vue Rise, Uffculme

*Estimated completion January/February 2023*

Cornerstone Housing are now welcoming applications for a semi detached three bedroom Shared Ownership house located in Uffculme. The house features a smart, modern kitchen/diner with built-in cooking appliances, separate lounge area, bathroom and downstairs toilet.



**Purchase price - £140,000 for 50% share**

(50% rent at approx £300 per calendar month + service charge)

### Key Features

- Walking distance to good schools
- Three bedrooms
- Kitchen/dining room with built in appliances
- Separate living room
- Downstairs toilet
- Enclosed rear garden
- Two allocated parking spaces

**Priority  
allocation for  
residents of  
the Parish of  
Uffculme**

To register your interest in this property visit  
[cornerstonehousing.net/properties-coming-soon](https://cornerstonehousing.net/properties-coming-soon)

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Housing People



## FUN AND FREE THINGS TO DO FOR FREE THIS CHRISTMAS

How many of these fun activities can you tick off?



Go for a walk. Head out to your local woods or park for a walk and kick up all the Autumn leaves. Have you completed the superworm trail at Haldon Forest?



Create a fun obstacle course. Indoors or outdoors, test your skills in a friendly family competition.



Write a story or play and act it out. Get the whole family or use your toys to bring your story to life.



Create a time capsule. Put things in it that are happening right now and then open it in 12 months and see how things have changed. You could create a sheet of questions that you answer annually and see how your ideas change as you grow. They could be favourite bands, foods you like, friends, goals etc.



Make a den. Make a den using blankets/duvets, cushions and chairs for props.



Play card games. Look up the rules for games like Gin Rummy, Old Maid, Go Fish or Sevens and challenge your family.

We'd love to see photos of you taking part in these activities. Email your photos to [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) don't forget to put your name and address and we may feature you in our next newsletter .

## PLACES TO MAKE YOU FEEL SAFE AND WARM THIS WINTER

Warm spaces are popping up all over Devon to help people this winter, to find warm spaces near you visit [warmspaces.org](http://warmspaces.org)



### *Exeter*

**St Stephen's Church** - High Street Exeter

Open Wednesday, Friday and Saturday, from 11pm to 3.30am.

The space serves three main purposes - light medical treatment like cuts, sprains, recovery, blisters, welfare support like phone charging, water, safety alarms, bottle tops, change of clothes and a safe and warm place to wait for transport home.

### **Barnfield Theatre café**

Monday to Saturday, from 10am until 4pm, excluding bank holidays.

The café has books, boardgames as well as toys for children, kindly donated by Jelly Children's charity shop. Additionally, anyone who is not able to purchase a drink from the café will be able to ask for a free tea or coffee\* from our Barnfield staff, no questions asked.

\*1 filter coffee or tea per person each day.

### *Mid Devon*

**Cullompton Library at The Hayridge** Exeter Hill

Cullompton EX15 1DJ- Monday to Friday from 10 am until 4 pm.

Free hot drinks

**The Station Tea Rooms (Turning Tides)** - Crediton, 10am to 3pm on Monday.

Offering hot drinks, food, mobile telephone charging and company

**St Boniface Roman Catholic Church** - Park Rd, Crediton EX17 3ET.

Tuesday 2pm - 6pm

Drop-In and Hot Meal (free hot meal at 4.45pm).



## Teignbridge

**Newton Abbot Library** - Passmore Edwards Centre, Market St, Newton Abbot TQ12 2RJ.  
Monday - Thursday 9.00am - 6.00pm

**Buckland Community Centre** - Gilbert Rd, Newton Abbot TQ12 4HS - Wednesdays 6.00pm - 9.00pm  
Refreshments and games available. Oven and microwave available for use.



**The Hub Store** - 6 The Strand, Dawlish EX7 9PS

Monday - Saturday 9.30am - 4.30pm [www.hubstoredawlish.com](http://www.hubstoredawlish.com)

- Free indoor play area, wifi access, device charging facility, tea and coffee, seating spaces, books, local information and signposting. Blankets, clothing, essential furniture and household items available in the case of genuine need

## East Devon

**Burnside Community Centre**, Withycombe, EX8 3AQ (open Monday - Wednesday)

Free hot drinks, snacks, daily papers and games. Pick up free gloves, hats and blankets.

**Bidmead Community Centre** - Bidmead Close, Exmouth, EX8 2TF

Tuesday 10am - 4pm, Wednesdays, 1.45pm to 5pm,  
Free hot drinks, snacks, daily papers and games. Pick up free gloves, hats and blankets and community fridge

**Park Close Community Centre** - Park Close, Woodbury, Devon, EX5 1NQ. Friday 10am - 4pm.

Free hot drinks, snacks, daily papers and games. Pick up free gloves, hats and blanket.



MERRY CHRISTMAS

From



Housing People