

# Tenant Newsletter



Housing People  
January 2023

## New Year, New test!

Happy New Year to all our customers, a lot of things have changed around your properties in the last month, Christmas trees have been up, presents have been opened. People have had post Christmas cleans and tidies to make way for new presents and to remove sprinkling of glitter and to get ready for 2023.

### **But have you tested your smoke alarm recently?**

Janet Gale has tested her smoke alarm using a testing extension stick. If you require help testing your smoke detector please contact customer services.



## HELLO AND WELCOME FROM JANET



As 2023 begins a new beginning, the Performance Panel starts to get right back down to work. We are discussing Damp and Mould and followed a talk from the Maintenance Manager, James Harder. The Panel will be having a review soon regarding empty homes, have Cornerstone got it right?.

The Panel will be having a video zoom call with another Tenants group from Teign Housing, to discuss how they decided what is best for their tenants regarding void properties, so this will be a very interesting chat.

The Youth Panel has several people interested in joining, so, the more the merrier. They will have a get together at an agreed date, at a coffee house or somewhere suitable to get the much needed Youth section started; so, if you or anyone of the ages between 16-25 years old then please, contact Cornerstone for more information.

Januarys' Newsletter contains so much news, help and support, so please, grab a cuppa and sit down and have a read, something for everyone.

If anyone would like to join in on our monthly meetings, then please ask for a Team link. The Panel would like to thank the Board for their support and attendance to our meetings. I hope that this shows tenants that their voice really does matter to all.

Janet Gale (Chair)

## BEWARE SCAM CALLERS

We have recently had a report from one of our tenants who received a call from a London based landline number through an automated service claiming to be from "my housing association" The caller then claimed to be a housing officer calling regarding a repair that had been reported.

Please be aware

- All our calls from our office will come from 01392 273462

- We will address you by name and tell your our name.

- We will identify that we are calling from Cornerstone Housing.

If you are in doubt about the call or if it comes from a mobile, please hang up and call

01392 273462 and we will be able to let you know if it is a genuine call.

# NEW YEAR – NEW FINANCES - CHECKING YOUR OWN FINANCES

You may at times want to do a check on your finances and use a budget planner, it is a good way to check where you can sometimes overspend or even can make savings. Normally takes about 30 minutes to do once you have your information to hand.

The tool will be most useful if you give accurate figures. You can use rough figures if you just want a general idea of your budget.

Try to find your most recent:

- bank statements
- debit and credit card statements or bills
- payslips
- receipts for things you usually pay for in cash

Make sure you include all your expenses, for example money you spend on your partner or family.

**Here are free ones which you can add your details**

[www.citizensadvice.org.uk/debt-and-money/budgeting/budgeting/work-out-your-budget/](http://www.citizensadvice.org.uk/debt-and-money/budgeting/budgeting/work-out-your-budget/)

[www.moneysavingexpert.com/banking/budget-planning/](http://www.moneysavingexpert.com/banking/budget-planning/)

**If you are struggling financially please contact us know as we can refer you to services which can support you.**

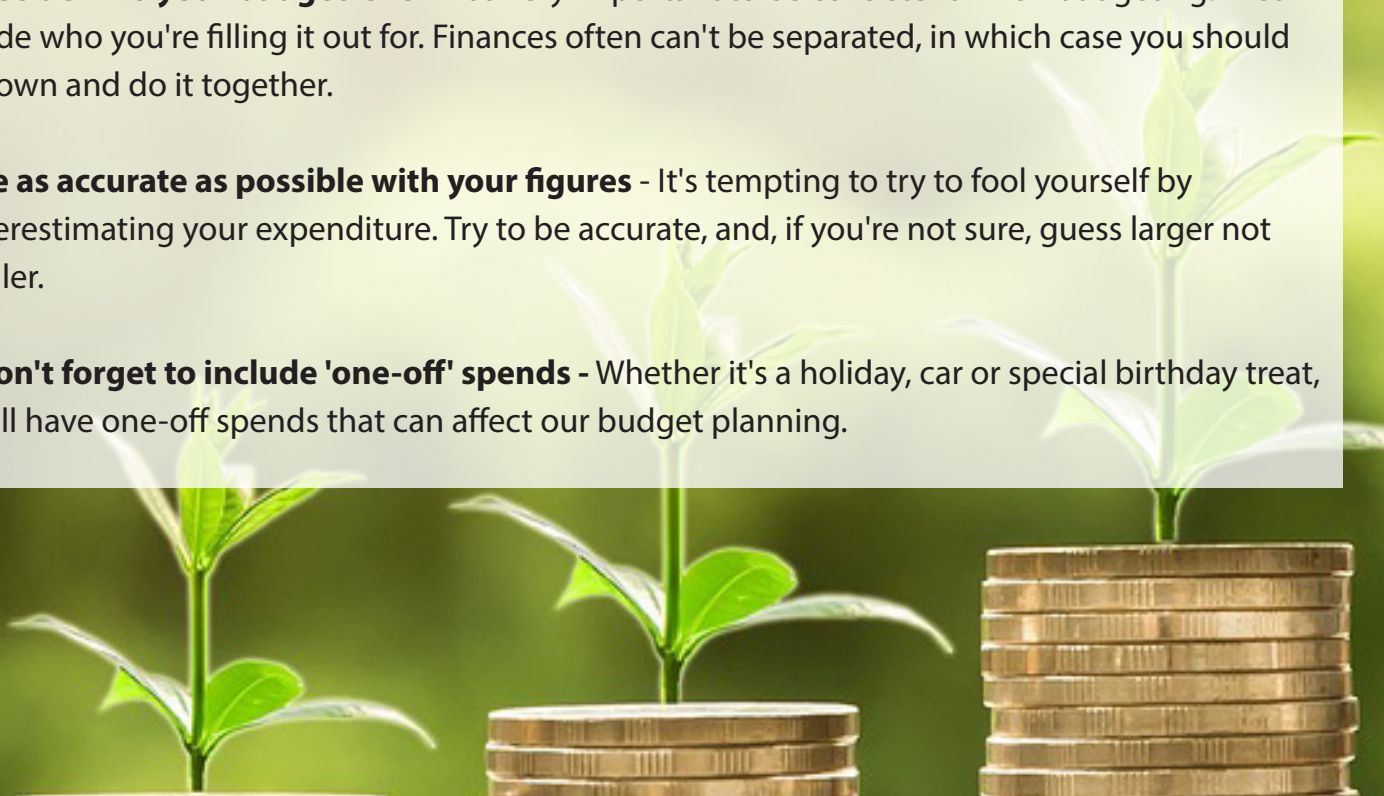
Some top tips from [moneysavingexpert.com](http://moneysavingexpert.com)

**1. Gather together all statements and receipts** - Don't be tempted to guess or estimate. The success of a budget relies on accurate incomings and outgoings and the only way you can be 100% sure is by getting all your statements and bills in front of you in black and white.

**2. Decide who your budget is for** - It's very important to be consistent when budgeting. First decide who you're filling it out for. Finances often can't be separated, in which case you should sit down and do it together.

**3. Be as accurate as possible with your figures** - It's tempting to try to fool yourself by underestimating your expenditure. Try to be accurate, and, if you're not sure, guess larger not smaller.

**4. Don't forget to include 'one-off' spends** - Whether it's a holiday, car or special birthday treat, we all have one-off spends that can affect our budget planning.



# FOOD BANKS

Food banks are there to help you if you are struggling to feed yourself or children. If you require a referral code for any of the above food banks please call Cornerstone Customer Services.



## 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**



## 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**



## 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**

## “HELPING DAWLISH” FOOD BANK

Senior Housing Officer Ross Hamilton visited Helping Dawlish to see how the food bank is helping residents within the Dawlish area.



“I met with Adam Gidney ROC Dawlish and Family Mentor Co-Ordinator who manages the “Helping Dawlish” food bank, a vital support that has helped some of our residents locally, and is based at Hope Church Centre, where he started as school mentor for the ROC after leaving university. The local church communities response to the pandemic was to establish a “larder” support that people could access food and essentials by delivery. Their work supporting the community was so well received and in demand that they continued the food bank which is now more in demand than ever.

Adam and the “Helping Dawlish” team have worked hard to develop a network of food providers, including; local shops, supermarkets, colleges and shops. They also welcome individual donations from members of the public, eateries and caterers. “Helping Dawlish” is a network of helping agencies, volunteers, mental health support and community transport who have combined their available resources to offer support to the community. The food bank provides support to 40 – 50 households monthly and while there should be no stigma in anyone coming forward for support some people find it difficult so Adam works with Westcliffe School to also provide an accessible service for parents where they may feel more comfortable to ask.”

For more information call Adam on **07711234948** or email [gidney@hotmail.co.uk](mailto:gidney@hotmail.co.uk) or contact your Housing Officer who will be able to help you get support get support or if you would like to find out how to get involved locally!



**Helping Dawlish - Hope Church Centre, Swift Rd, Dawlish EX7 0FS**

## UNACCEPTABLE BEHAVIOUR TOWARDS OUR STAFF

We are aware that some of our customers may be facing increased pressures and worries at the moment and we know that sometimes we might not get things quite right. We are sorry if there are times where our services let you down, we will do what we can to resolve the issues as quickly as we can or signpost you to the right help.

However, we will not tolerate unacceptable behaviour towards our employees. We want our team to be able to carry out their duties free from abusive, threatening or intimidating behaviour and we have zero tolerance approach to abusive communication.

If you are not happy with our services or how we are handling an issue for you, please use our complaints process, you can find more details on our website.

[www.cornerstonehousing.net/how-we-deal-with-complaints/](http://www.cornerstonehousing.net/how-we-deal-with-complaints/)

# APPLY NOW!

## CORNERSTONE ESTATE CHAMPION

Cornerstone are proud to offer an Estate Champion role within the organisation, that will play an important role in ensuring that your neighbourhood is a place where our residents love to live. Unfortunately our staff can't be everywhere all of the time and know that the people living in our communities are often our eyes and ears, so your feedback is really important to us and helps us ensure we are delivering the excellent services necessary to keep your estate a pleasant and vibrant place to live.

To apply,

Contact **Ross Hamilton - Senior Housing Officer** either by phone/email/post

Email - [ross.hamilton@cornerstonehousing.net](mailto:ross.hamilton@cornerstonehousing.net)

Phone - **01392 273462**

Include you name and address and Ross will get back to you to discuss the role.

It is really important that others, including our contractors, don't know that you are reporting in – this is a type of 'mystery shopping' role, so please don't introduce yourselves to them to tell them you are an Estate Champion.

If you have any queries at any time, please contact Ross Hamilton.

## Role description

Your role will involve monitoring the grounds maintenance and/or communal cleaning and reporting back to Cornerstone monthly, at a time agreed with the appointed person in the housing team, so that we can work in partnership with you and our other customers to ensure the quality of our services are as good as they can be.

Please remember, you are only reporting on the areas that Cornerstone are responsible for.

For grounds maintenance we would be looking for reports on:

- Grassed Areas
- Hedgerows
- Communal pathways
- Car park areas
- Drying Areas
- Bin Stores

For cleaning we would be looking for reports on:

- Communal doorways
- Stairwells
- Communal windows
- Communal landings

Here are some guidelines and additional information to help you decide if this role is for you.

- Once a month, usually in the first week of the month (between 1st and 7th), we would like you to complete the Estate Champion monitor form.
- If we do not hear from you for two consecutive months, we will assume you no longer wish to be involved and will remove you from our database of Estate Champions. If you choose to no longer be involved, that is fine – just let us know and we will remove your details.



# IMPROVING HOMES – MODERNISING YOUR HOME

Our component replacement scheme is well underway, since beginning in 2021 we have replaced multiple kitchens and windows within various parts of Exeter. Below is our schedule for 2023/2024 outlining our current plans for the next two years.

## What is component replacement?

Components are what we call the individual parts of your home that we replace when they are at the end of their life, things like the windows, kitchen, and bathroom. Instead of having to move you out of your home to do these works, we can now come in and do this work without you having to leave the comfort of your home. Doing it in this way means that we can improve more homes sooner and with less disturbance for you.

Component	April 2022 - March 2023	April 2023- March 2024
Communal External Door	Rockfield House Block 2 (10-17) Rockfield House Block 1 (1-9) Emmanuel Close Block 4 (13-16) Emmanuel Close Block 3 (9-12) Emmanuel Close Block 2 (5-8) Emmanuel Close Block 1 (1-4)	
Kitchens	Mildmay Close Fords Road Exwick Road Ebrington Road 96 – 118 Beacon Avenue Back Flats Barley Mount (remaining properties) Foxhayes Road (eligible properties) Foxhayes House (eligible properties)	Exwick Road Rutherford Street – Houses Mildmay Close Cordery Road Chamberlian Road Merrivale Road Preston Street
Fire Doors	Willow House Flats Willowbrook Avenue Flats Willow Way Flats The Arches Rutherford Street Rockfield House Luccombe Court Flats Heneaton Square Flats Foundry Court Flats Ferndale Road Flats Emmanuel Close Cordery Road Flats	Willow Way Willow House Willowbrook Avenue Rutherford Street Rockfield House Foundry Court Ferndale Road The Arches Beacon Avenue Back Flats



Component	April 2022 - March 2023	April 2023 - March 2024
Electrical Heating	Rockfield House	
Night storage Heaters		Rutherford Street
Windows	Wykes Road Mildmay Close	Rutherford Street - Flats Ebrington Road Chamberlian Road Fords Road Exwick Road Tavistock Road
Front doors		Ebrington Road Tavistock Road
External Cyclical Decoration		Barley Mount Emmanual Close Beacon Drive Ennerdale Way Peel Row Ebrington Road Clayton Road Tavistock Road Looe Road

*All components and anticipated replacement dates are subject to survey and budget. Programmes have been established on best available data. As part of ongoing data integrity Cornerstone reviews its data through stock condition surveying. The lifespans of some components may increase or decrease as part of the surveying program.*

## 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

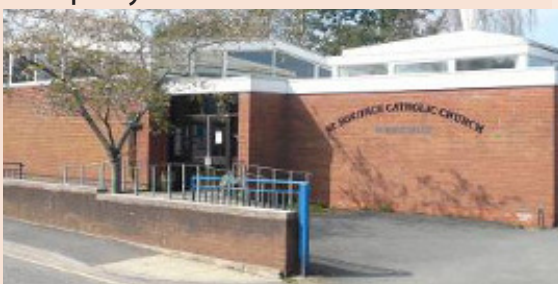
Monday to Friday from 10 am until 4 pm.

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.

# Cornerstone

## Young Persons Panel

- Aged 16-24?
- Living in a Cornerstone Home?
- Want to represent yourself and other young tenants within Cornerstone?
- Want to have a say in policies that affect you?
- Have an interest in how Cornerstone is run?
- Want to learn more about how Housing Associations operate?

**Applications are now open for our Young Persons Panel.**

The panel is open to all Cornerstone residents aged 16-24 and sits once every 3 months, with meetings in person and online.

Discussions will be facilitated by Cornerstone and structured in the same way as our Board meetings. The panel is a great way to gain experience in how organisations like ours are run. You will be fully supported by Cornerstone staff with opportunities for involvement in running community events and others areas of Cornerstone's operation.

Discussions will include Cornerstone policies, issues affecting your community, what's happening in your neighbourhood, environmental initiatives and other issues affecting young Cornerstone residents.

We are keen to create a diverse panel and no previous experience is required. If you would like to join, but feel there are barriers to you doing so, please tell us what they are and we will see what we can do to overcome them.

- **Make your voice heard**
- **Help represent young people**
- **Learn new skills and improve your C.V.**
- **Access training**
- **Have a real impact on your community!**

All appointments to the panel are on a voluntary basis, reasonable travel costs will be reimbursed.

Scan the QR code to complete an application form, or visit <https://forms.office.com/r/Z7rVXRz4SM>



Housing People