

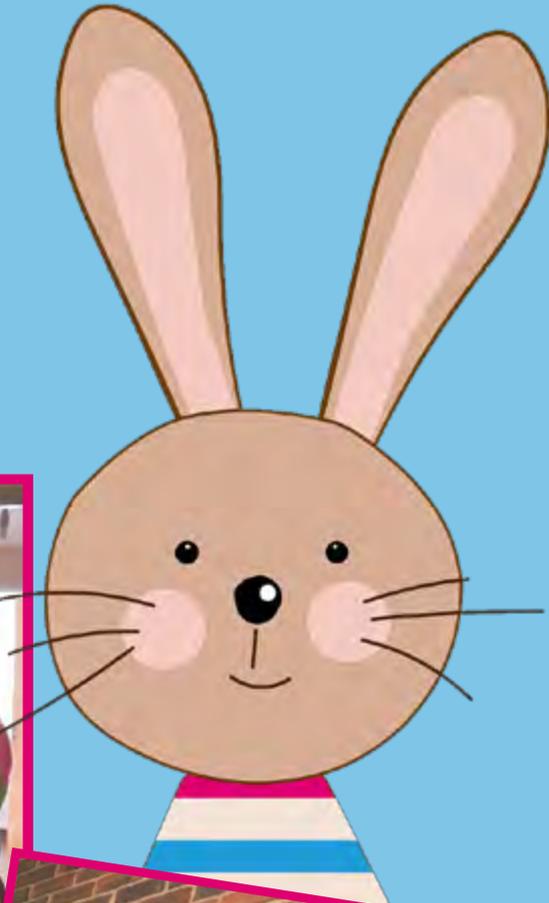
# Tenant Newsletter



Housing People  
April 2023

## EASTER COLOURING COMPETITION 2023

Thank you to all our tenants who entered our Easter Egg colouring competition and helped us brighten up Western Way with beautiful Easter pictures for all to enjoy!



## HELLO AND WELCOME FROM JANET



April already, so welcome to the Tenants Newsletter.

The Performance Panel 'hit the road' again and this time we held our meeting in Exwick, one of Cornerstones largest group of housing stock. In attendance at this meeting were the Local Councillors, who are working alongside Cornerstone and the Tenants to make their area a better place to live. This is achieved by the Performance Panel listening to the Tenants and meeting with our stakeholders and Community Builders in each of the areas.

The Performance Panel will be spending some time with Cornerstone Staff to learn how Cornerstone works on your behalf, and see some of the day to day pressures the staff work under to try and make us all safe and happy.

The Performance Panel had pleasure in meeting some tenants to chat about their issues or experiences. This was a joy for the Panel and the tenants were a delight, hopefully we have managed to help and advise them. Our next meeting in May we will be discussing the Out of Hours repair line, amongst other issues, if you have any views on this, please contact us, or ask to come along to the meeting to give your views.

Don't forget our Gardening Competition, apply now and maybe you could become a winner.

Janet Gale

Chair, Tenants Performance Panel.



## **EQUALITY, DIVERSITY AND INCLUSION - DO YOU WANT TO JOIN US?**

Making sure our services and homes are accessible for a diverse range of people, valuing differences and treating people fairly and with respect, is really important to us. We are setting up an action group, made up of members of our board, executive team and staff and we'd like some customers to join us too.

If this is something you are passionate about, then this group might be for you. Please get in touch with us to register your interest and find out more.

## MAY BANK HOLIDAY OPENING DETAILS

Head Office and Repairs will be closed on the three bank holidays Mondays within May 2023

**Early May Bank Holiday - 1st May**  
**Coronation Bank holiday - 8th May**  
**Late May bank holiday - 29th May**

If you have an emergency repair in this time 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.

## PERSONAL EMERGENCY EVACUATION PLANS (PEEPS)

Can you and your household safely evacuate in an emergency? If you or members of your household need support to evacuate in the event of an emergency, please let us know by completing our PEEPs request form.

You might need help to evacuate if, for example, you or someone in your household has any of the following

- mobility issue
- visual impairment
- hearing impairment
- there may be children or elderly people living with you
- you have a temporary disability like a broken leg or had an operation and are recovering
- you may be dependant on equipment like an oxygen tank which you would need help with

We use the information you provide to help us create personal emergency evacuation plans (known as a PEEPs). We will share the information with the Devon & Somerset Fire and Rescue Service so that they can make sure you and members of your household can be safely evacuated in case of an emergency.

For more information visit -

[www.cornerstonehousing.net/personal-emergency-evacuation-plans-peeps/](http://www.cornerstonehousing.net/personal-emergency-evacuation-plans-peeps/)

# Cornerstone Gardening Competition 2023

Calling all green fingered tenants!  
We are launching a gardening competition for 2023.

Whether you have a full lawn with flowerbeds or a selection of hanging basket and pots at your property - everyone can enter!

We are launching this competition as we have noticed a lot of our tenants take so much care and attention to their outside spaces and we would like to reward them on the positive impact this has on the people around them.

**Best overall garden - £100**

**Most creative use of space! - £25**

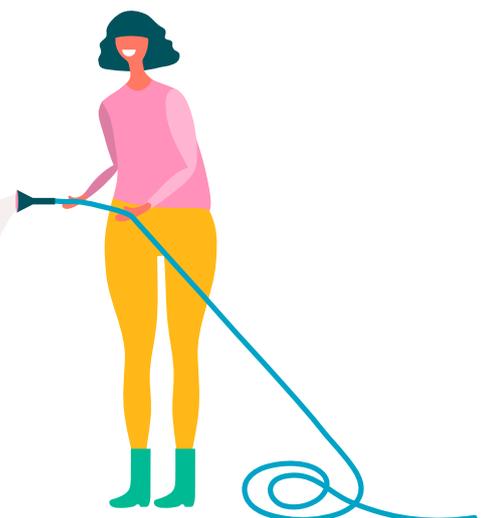
**Best young gardener - £25**

**Tallest sunflower - £25**



To enter, please email 3 photos of your garden to [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net), include your name, address and contact details, or enter via our website [www.cornerstonehousing.net/2023-gardening-competition/](http://www.cornerstonehousing.net/2023-gardening-competition/)

Closing date of entries is 31st July. Our performance panel will judge all the entries the first week of August.



## COST OF LIVING SPRING PAYMENT - DATES FOR ENTITLEMENT

The DWP have updated the guidance on the Spring Cost of Living Payment of £301 with the relevant dates for entitlement.

The payment will be made between the 25th April and 17th May 2023 if the claimants received one of the benefits listed below between 26th January and 25th February 2023. The payment will be made automatically and there is no need to claim. **This is important as if people are contacted and offered help to claim this might be a scam.**

- Jobseekers Allowance income based.
- ESA income related.
- Income Support
- Pension Credit
- Universal Credit
- Child Tax Credit
- Working Tax Credit

### **JSA(IB), ESA(IR), Income Support and Pension Credit**

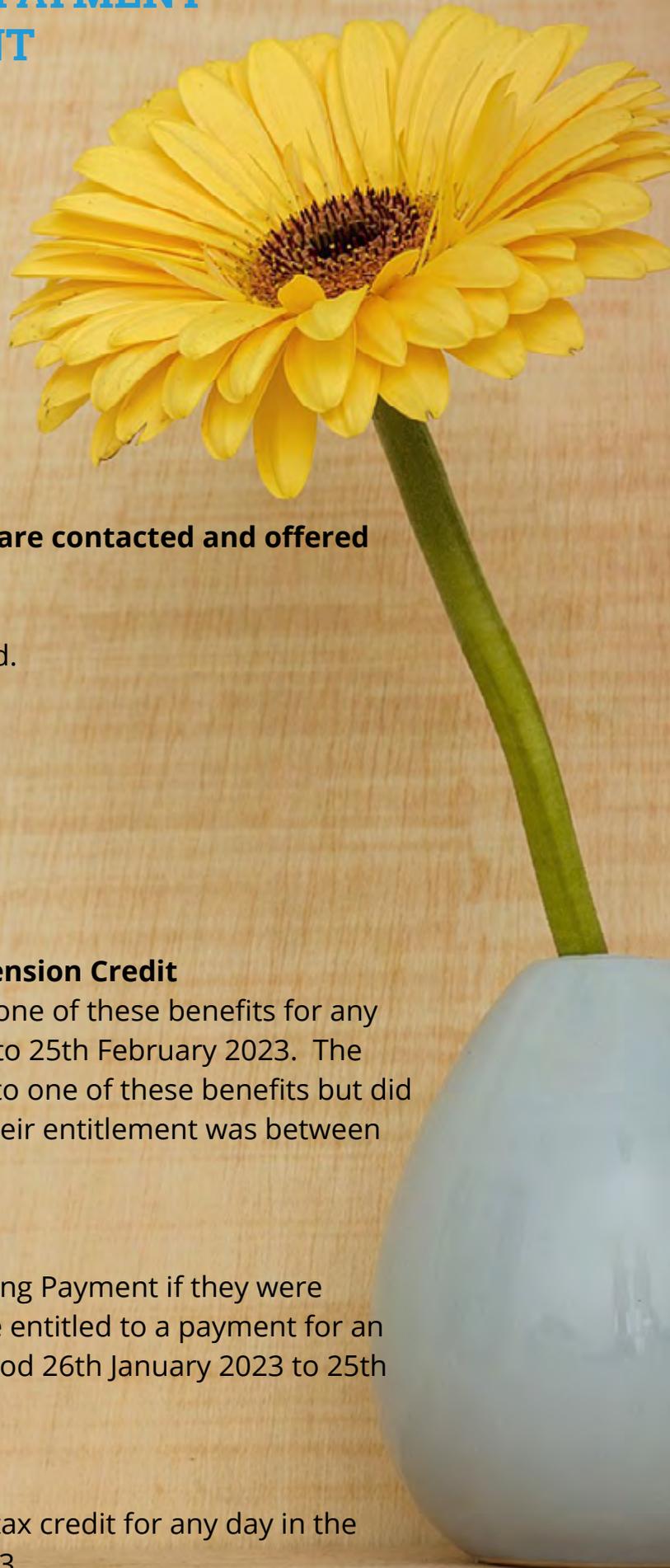
This applies if the person was entitled to one of these benefits for any day during the period 26th January 2023 to 25th February 2023. The person is also eligible if they are entitled to one of these benefits but did not receive a benefit payment because their entitlement was between 1p and 9 pence.

### **Universal Credit**

The claimant is entitled to the Cost-of-Living Payment if they were entitled to a payment or later found to be entitled to a payment for an Assessment period that ended in the period 26th January 2023 to 25th February 2023.

### **Tax Credits**

The claimant is eligible if they received a tax credit for any day in the period 26th January to 25th February 2023.



## CORONATION IDEAS

King Charles III's coronation will take place on Saturday 6 May 2023. However, there will be special events to celebrate this historic event over several days including the extra Bank Holiday on Monday 8 May. Here are some ideas which you might not know about

### **Powderham Castle**

Special screening of the coronation on the 6 May followed by a celebratory concert on 7 May. Tickets for these special events will be sold on a 'pay what you can' basis.

For more information visit - [www.powderham.co.uk](http://www.powderham.co.uk)



### **Kent Caves**

Can you find all the crowns around the site at Kents Cavern? They could be in the cave, woodland trail, front garden, or throughout the building. [www.kents-cavern.co.uk](http://www.kents-cavern.co.uk)

### **Coronation celebrations in Dawlish**

A weekend of celebratory events including a live showing of the Coronation ceremony, a picnic on the lawn and entertainment. There will also be a special street market on Monday 8 May.

### **Exmouth Pavilion**

Exmouth Rotary hosting a charity event in aid of the Prince's Trust and in celebration of the Coronation. AJ's BIG BAND will provide the music alongside dancing and Last Night of the Proms style entertainment. More information at [www.ledleisure.co.uk](http://www.ledleisure.co.uk)



Neighbours and communities across the UK are invited to share food and fun together at Coronation Big Lunches on Sunday 7th May 2023, in a nationwide act of celebration and friendship. If your street is having a celebration please send us some pictures to

[mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net)

# HOUSING OFFICER UPDATE

Cornerstone are always striving to provide the best possible service that we can to our customers and communities. One way we have recently achieved this is by increasing our resources in housing management and recruiting a new Housing Officer.

Having an extra team member in the housing management team means that we have made some improvements to the areas covered by Housing Officers and we are happy to update you on who is allocated within your area.

## **Rosie -**

Exmouth  
East Devon  
Exwick  
St James  
Topsham

## **Ian -**

Mid Devon  
St Davids  
Uffculme  
Whipton  
Wonford

## **Justin -**

Teignbridge  
Mount Dinham  
St Thomas/Redhills  
Alphington  
Exeter City Centre



Justin (Housing Officer), Ian (Housing Officer)  
and Ross (Housing, Customer & Communities Manager)

Housing Officers, in addition to ensuring your neighbourhood is a great place to live, can help with; tenancy queries, anti-social behaviour concerns, providing advice or accessing support for you or your family.

If you have any questions you can contact your Housing Officer in the first instance by email - [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) or telephone - **01392 273462**

# TENANT SATISFACTION MEASURES (TSM'S) ARE COMING

## What are they?

Measures set by the Government Regulator of Social Housing to find out what you think about the services we provide to you and how safe you feel in your home. The results will be published and provided to our regulator so we can see how well we are doing and compare with other housing associations and councils.

## What is different from the annual tenant survey?

Some of the questions are the same but there are some new questions which we must ask you. Instead of doing one big annual survey we will be doing a survey every 3 months. We will survey different people each time, so you still only complete it once a year. This gives us more regular feedback, in smaller amounts, that we can react to more quickly.

## How will it work?

You will still receive a text or an email with a link to fill in an online survey, a paper survey or a telephone call, but we have appointed an independent company to help us with this. We have done this to ensure the results are statistically accurate (which is a requirement from the regulator) but also to make it independent. This means you may receive communication from a company working on our behalf, instead of one of our employees, so you can be open about how you feel about our services to you. It also means our customer service team can focus on dealing with your day to day queries.

## What happens next?

Before you are surveyed we will send you further details of the company working with us, how your data will be managed, and you can let us know if you have any queries or worries about this.



## More information

You can find more information here in this easy read leaflet provided by the regulator [www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures](http://www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures)

## KEEPING PEOPLE SAFE AND WELL

Keeping our customers and staff safe and well is really important to us. Our guidance for staff remains that for certain symptoms, including cold and flu symptoms, we ask them to take a Covid-19 test and if they are positive or too unwell, we ask them not to come to work. This prevents us from spreading illnesses around to other staff and customers.

We are sorry that sometimes this may mean we need to send another member of staff or rearrange appointments, but we will always try to prioritise the most urgent ones and rebook another appointment for you.

Some of our staff or their family members are in 'at risk' groups, just like our customers, so we would really appreciate it if you could let us know if you or your family are particularly unwell or have Covid-19 before we come and visit you. Thank you for your help and understanding with this.



## Digital mental wellbeing support in Devon, Plymouth & Torbay

Free, safe and anonymous mental health support for adults.  
**All accessible online from anywhere.**



Get started today by visiting [www.qwell.io](http://www.qwell.io)

# HOARDING AWARENESS WEEK – 15TH MAY 2023

With National Hoarding Awareness week taking place, we thought it would be a good opportunity to raise awareness about hoarding, the impact on peoples lives and the support available.

Hoarding can be a sensitive and emotional subject for both the person requiring support with their behaviour and those affected by the behaviour.

It is normal human behaviour to collect and save things, however there can be a problematic form of “collectionism” that is often referred to as “hoarding” or “compulsive hoarding”. This can include the symptoms of people accumulating possessions, regardless of their use or value, resulting in living spaces becoming cluttered to the point that their use or safety is compromised.

## What we can do to help

Cornerstone are committed to supporting our customers, households and communities by ensuring access to specialist support and providing practical interventions wherever possible. We can help by assessing living space and where there are concerns, or if someone believes support is needed, we can work with a number of specialist support providers to practically help resolve the identified issues. We can help to achieve a safe home and increase well being, so please contact us if you have any concerns.

We can assess levels of clutter, if you think you are level 4 or above we can help. Please contact us on **01392 273462**

There is a lot of support out there! There are a number of organisations that can offer support and we have provided details below.

**Hoarding Awareness Week - Social enterprise specialising in hoarding**

**Hoarding - Devon Safeguarding Adults Partnership**

**Hoarding Support**

**Care Act 2014 ([legislation.gov.uk](https://legislation.gov.uk))**

Items people hoard include **newspapers, books, containers, clothes, plastic bags and animals**

**#hoardinghelp**



It's estimated hoarding affects **2 - 5%** of the population

**#hoardinghelp**



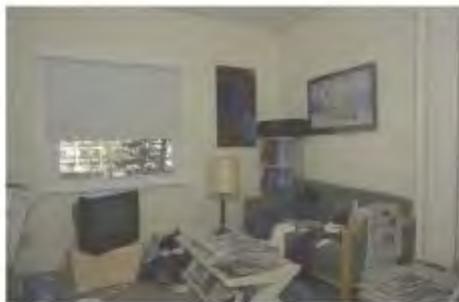
Organisations assessing hoarding often categorise hoarding in different "levels" of concern.

### Clutter Image Rating: Living Room

Please select the photo below that most accurately reflects the amount of clutter in your room.



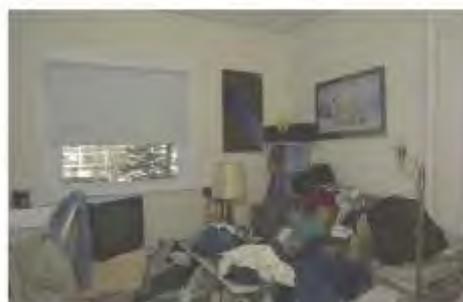
1



2



3



4



5



6



7



8



9

**Where are you on this scale?**



**NATIONAL  
HOARDING  
AWARENESS  
WEEK**

## Please share to keep people safe.

If you know anyone who is in an abusive relationship and may have a secret phone let them know!

Remember we can help visit [cornerstonehousing.net](http://cornerstonehousing.net) or sign post you to someone who can.

You may have read that an Emergency Alert function is being implemented on all mobile phones and tablets. This is being tested nationally on the evening of 23 April.

It raises issues, **particularly for anyone who has a secret mobile phone hidden from an abusive partner.**

If you are aware of anyone in this situation can you please inform them of this new development, and remind them to switch off the phone off or put in airplane mode etc as described below, or the phone will be activated with the loud alert.

**Please share this to help keep others safe.**

The alert will say:

*"This is a test of Emergency Alerts, a new UK government service that will warn you if there's a life-threatening emergency nearby.*

*In an actual emergency, follow the instructions in the alert to keep yourself and others safe.*

*Visit [gov.uk/alerts](http://gov.uk/alerts) for more information.*

*This is a test. You do not need to take any action."*

Mobile phone masts in the surrounding area will broadcast an alert. Every compatible mobile phone or tablet in range of a mast will receive the alert.

Your mobile phone or tablet does not have to be connected to mobile data or Wi-Fi to get alerts.

You can opt out of emergency alerts, but the government advises you should keep them switched on for your own safety.

To opt out:

- Search your settings for 'emergency alerts'.
- Turn off 'severe alerts' and 'extreme alerts'.
- If you still get alerts, contact your device manufacturer for help.

### **About Emergency Alerts**

Your mobile phone or tablet may get an emergency alert if there is a danger to life nearby. Alerts tell you what to do to stay safe.

01392 273462 Opening hours: 9.00am - 5.00pm Monday to Friday

**Head Office** - Cornerstone House Western Way, Exeter EX1 1AL

**Customer Services** - [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net)

**Repairs** - [repairs@cornerstonehousing.net](mailto:repairs@cornerstonehousing.net)