

# Tenant Newsletter



Housing People  
May 2023



15 to 21 May 2023

## Mental Health Awareness Week



#ToHelpMyAnxiety

In this special issue of the Tenant newsletter we are focusing on Mental Health Awareness.

You do not need to struggle alone, we can refer you to wellbeing support and funds which may be able to help. Call us on **01392 273462** or [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net)

You can self-refer to Talkworks for support on **0300 555 3344** or visit their website [www.talkworks.dpt.nhs.uk](http://www.talkworks.dpt.nhs.uk).

**TALKWORKS**  
IMPROVING YOUR MENTAL AND PHYSICAL WELLBEING

# HELLO AND WELCOME FROM JANET



Welcome to May, I hope you all enjoyed the recent Coronation Celebrations.

This is a Mental Health Awareness Week special issue, focusing on Anxiety which a lot of people suffer from.

Some good tips have been included and links for under 25's to get help if they need support and are suffering with Anxiety.

Breaking News: Cornerstones' Tenants Panel will now be known as:-

## **Residents Engagement Panel.**

We chose this name as it represents more information on what we do and who we represent.

**Residents** – we are a group of volunteer residents working for all residents,

**Engagement** – we are listening to what you are telling us and engaging with Cornerstone to try and help in any way possible,

**Panel** – we are working together to ensure residents are safe and happy in their homes and communities.

In August we intend to have a re branding of the name, new logos, more information about your Rep in your area, and best of all a big PARTY, all will be invited to come along to this free event, cakes and tea, games, chats and meet the Residents Engagement Panel, and lots more. Invitations will be heading your way in the next couple of months.

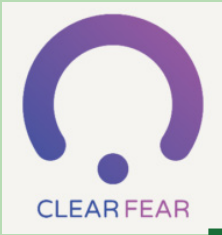
The Board, and Cornerstone love the new name and feel a fresh approach to what we do will also be of a great benefit to you all, changes will also be coming to the newsletter so watch this space.

Thank you everyone, and see you very soon.

Janet Gale (Chair of Residents Engagement Panel)

## RESOURCES TO SUPPORT YOUNG PEOPLE WITH FEELINGS OF ANXIETY

Do you know where to go to get support if you are struggling?



Clear Fear is an app developed for teenage mental health charity stem4. It uses the evidence-based treatment CBT to focus on learning to reduce the physical responses to threat by learning to breathe, relax and be mindful as well as changing thoughts and behaviours and releasing emotions. [www.clearfear.co.uk](http://www.clearfear.co.uk)



The Mix is essential support for under 25s. Whether a quick chat or more focused support, they have a trained team providing help for young people aged 11-25. They are able to talk about mental health, relationships, work life, school life, depression and any other issues all year round. They offer a counselling service, one to one chat and a crisis messenger. [www.themix.org.uk](http://www.themix.org.uk)



Young Devon has been providing mental health support to young people for over 20 years. They provide counselling, one-off Wellbeing Sessions, CBT, Victim of Crime help, Wellbeing Cafés and group sessions to young people, who are looking for support with their mental health and wellbeing. [www.youngdevon.org](http://www.youngdevon.org)



Provide young people with tools to look after their mental health. Their website is full of advice and information on what to do if you're struggling with how you feel. They empower parents and adults who work with young people to improve their mental health. [www.youngminds.org.uk](http://www.youngminds.org.uk)

WHATEVER YOUR WORRY,  
YOU CAN TALK TO US

childline

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111



Mental Health  
Foundation

Good Mental  
Health for all

**The theme for Mental Health Awareness Week in 2023 is Anxiety.**

Anxiety is an important human emotion, but in some circumstances it can get out of hand and become a mental health problem.

A lot of different things can contribute to feelings of anxiety such as exams, a new job, or a big life change. It's an emotion people often experience around money and not being able to meet life's basic needs so the current cost-of-living crisis is starting to have severe effects on the nations mental health.

Anxiety is one of the most common mental health problems people face. According to a recent survey, 25% of all adults feel so anxious it stops them from doing the things they want to, some or all of the time.

**THE FEAR OF THREAT, OR ANXIETY, IS LIKE A STRONG GUST OF WIND. IT DRAGS YOU IN AND MAKES YOU WANT TO FIGHT IT OR RUN AWAY.**

## Breathe and sigh



Breathe in through  
your nose

Make a big sigh and  
drop your shoulders  
downwards as you  
breathe out through  
your mouth

Repeat 4 times

## Making Noise



Breathe in while you say to yourself  
"I feel calm"

Breathe out while you say to  
yourself "I let go of stress"

Breathe in while you say to yourself  
"Feel calm"

Breathe out and say to yourself "Let  
go of stress"

# SUPPORTING YOURSELF AND FAMILY AND FRIENDS WITH FEELINGS OF ANXIETY

Some top tips to help with Anxiety

If your anxiety stems from something you can change be brave and take control

Take one day at a time, try not to overthink the future

Take a quiet breath – sometimes you need to be away from the noise to calm and refocus yourself

Remember to be kind to yourself!  
Take 5 minutes

- 5 minutes to eat something
- 5 minutes to go for a walk
- 5 minutes for a hot drink

*Life is not always a motorway, sometimes the scenic route is better for you but don't lose sight of the destination*

Know your limits! You are only human

No two people are the same, anxiety is normally hidden by people so keep an open mind if a family member seems out of sorts

Walk with a podcast to destress/switch off after work

Accept help, don't be afraid to say you're struggling

# Wear It Green Day

## 18th May 2023





# CHECK-IN BINGO

It is easy to get swept up with our busy days and realise we haven't checked up with the most important person – you!

Either on your own or in a group use our bingo to tick off and see if you have checked on you today! In case you haven't, here is your reminder that it's the little as well as big things that make the difference to your day.

No matter what the day brings, the best we can do is focus on what is in our control!

Told a trusted person something you have been worried about going through alone



Shared a funny story

Stretched your body

Tidied your room or home



Had a chat with a friend

Spent time in the outdoors



Given a loved one a compliment



Read a few pages or more of a book you find interesting

Make plans for a fun day out with a loved one

Done a form of exercise

Listened to a song that reminds you of a happy memory

Listened to your favourite songs



TICK OFF AND SEE IF YOU HAVE CHECKED ON YOU TODAY!



## ANTI-SOCIAL BEHAVIOUR

Our Housing team have been working hard this past year to support our customers with anti-social behaviour (ASB) reported to us.

We have made some improvements to our ASB and neighbourhood management policies so that we can approach neighbourhood noise issues more effectively. We have also reduced the patch sizes for our officers so they have more time resolving issues in your communities.

We have improved customer satisfaction in how we have been dealing with ASB from 82% to 86%. We resolved 74 ASB complaints between the year April 2022 – March 2023 and are currently investigating 46 cases of ASB. The nature of complaints received in the cases we have resolved are as follows:

Nature of complaint	Total complaints resolved
Noise complaints	19
Verbal abuse/harassment/threats	14
Garden/property neglect issues	11
Alcohol/drug related	9
Hate crime related incidents	5
Vandalism /damage to propety	3
Litter/rubbish/fly tipping	2
Vehicle related	2
Other Criminal behaviour	2
Physical violence	1
Sex worker related	1
Misuse communal areas	1
Pet/animal nuisance	1



What one customer said about the service

*"Kept up to date and realistic in outcomes, respectful and great understanding. Managed expectations."*

**If the thought of reporting ASB causes you anxiety please be assured that we treat all reports confidentially.**

**Report ASB at [cornerstonehousing.net](https://cornerstonehousing.net)**

## EMERGENCY OUT OF HOURS

We are currently reviewing our out of hours services. This is the service which runs from 5pm till 9am and at weekends.

If you would like to give us feedback on this out of hours service please contact us on [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net)

You can report emergency repairs at any time by calling **01392 273462**. If you are calling between 5pm and 9am or at the weekend, you may be charged a call out fee if an operative attends your home and the issue is not an emergency. Here are some examples of emergency issues:

- No heating or hot water during winter months (usually between 31st October – 1st May)
- Total or partial loss of electrics to the whole property (multiple lights or power outlets not working)
- Unsafe power – e.g. sparks from electrics
- Total or partial loss of mains water supply (such as no water to entire bathroom, but water in your kitchen)
- An uncontrollable leak – e.g. burst pipe, water tank or any leak that is affecting electrics or could cause damage to the property

You can report non-emergency repairs 24/7 on our website [cornerstonehousing.net](http://cornerstonehousing.net)



## 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.



WENT TO THE SEASIDE  
**FOR LESS THAN  
 AN ICE CREAM**

**ALL SINGLE  
 BUS FARES  
 NOW £2\***  
 OR LESS

**WHERE WILL YOUR  
 £2 BUS TAKE YOU?**

**Part of the single fare capped scheme**

**Help for  
 Households**



HM Government

\*Variations and exclusions apply. Ends 30th June 2023.

## GET SCHOOL SMART!

Have you recently received a notification of your child's primary school, or do you have a child who is about to head to high school in September? Now is time to start thinking and saving for school uniforms.

We all know that school uniforms are an expense. However, the good news is that many schools have uniform swap or 'pay a pound' facilities in place, enabling you to search for pre-loved items and also make your own donations, helping parents and carers save money, while also extending the life of perfectly good clothing, which is great for the environment - a win-win!

Have a look if the school your child is attending has a Facebook group for reselling uniform.

Another option is Westcountry Savings & Loans credit union, which offers affordable, ethical loans for school uniforms and other essential purchases. More information is available at [www.westcountry.org.uk/schooluniformloan](http://www.westcountry.org.uk/schooluniformloan)



**Westcountry  
 Savings & Loans**

for people not profit



# HOSEPIPE BAN NOW INCLUDES CORNWALL AND PARTS OF DEVON

Water resources across the region remain under pressure and as we go into the summer period South West Water have taken the necessary action to safeguard supplies and break the cycle of drought following lower than average levels of rainfall last year and throughout February.

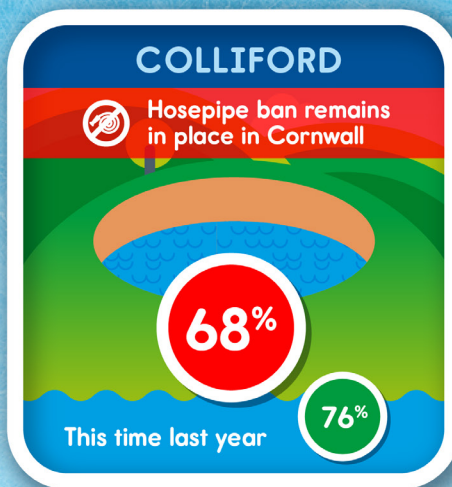
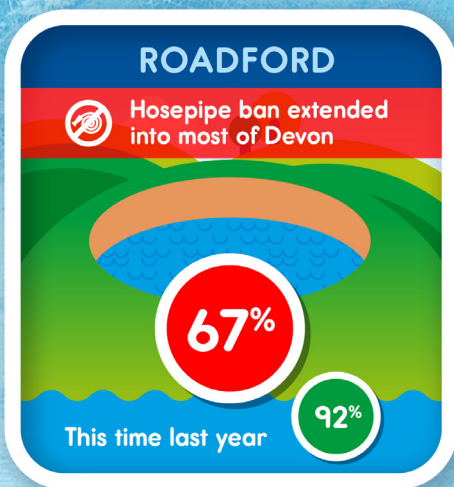
The temporary use ban now applies to customers in the Roadford supply area and came into on 25 April 2023. This is in addition to the existing hosepipe ban that is already in place for Cornwall and a small part of North Devon.

Activities covered by the hosepipe ban include using hosepipes to water gardens or clean cars. The hosepipe ban will be lifted when the area receives drought breaking rainfall. Reservoir levels fell to their lowest recorded level last year and storage at Roadford Lake is lower than it was at the same time last year.

A hosepipe ban is not in place for all our properties however it could cover Exeter and surrounding areas in the future.

To find out if you are within the hosepipe ban area visit [www.southwestwater.co.uk](http://www.southwestwater.co.uk) where you can enter your postcode to find out if you are within the ban area.

## RESERVOIR LEVELS AS AT 5 MAY 2023



### AVERAGE RAINFALL IN THE SOUTH WEST



**SAVE EVERY DROP**

## MINI ELECTRIC HEATERS

There are many products advertised as cost-effective heating methods to keep warm.

Illegal and dangerous plug-in mini heaters have recently come onto online marketplaces. Some of these models are using counterfeit fuses that could cause a fire risk. Please be extremely careful when buying any electrical item over the internet.

### Safety tips

- Always buy products with a British Standard and CE Mark.
- Do not put bags or shopping near heaters.
- Be mindful of which socket you plug heaters into (not too close to soft furnishings).
- Position them high up (away from pets and children).
- Do not leave unattended and always switch off at night.
- For any devices you charge (Mobile phones, Vapes, ebikes) make sure you use the correct charger



## Wellbeing Exeter Self-Referral

**This free service is for you if you are:**

**Aged over 18**

**Live in Exeter**

**Not already registered with Wellbeing Exeter**

**Ready to engage with a Community Connector**

**Able to access all areas of the city**

**For more information or to self refer, please visit our website:**

**[www.wellbeingexeter.org.uk](http://www.wellbeingexeter.org.uk)**

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

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

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

