

Tenant Newsletter



Housing People
June 2023

EBRINGTON ROAD COMMUNITY SKIP DAY

On 12th June we held a community skip day at Ebrington Road, arranged jointly between our Property Services and Housing teams. The event was held to help residents clear their gardens and driveways of unwanted items following completion of the window and door replacements on the street and was well attended by residents, all working together to give the street a final refresh. It was also an opportunity for us to hear from residents about what else they would like to see from Cornerstone in the future and we received a lot of positive feedback about how residents feel the window replacements have improved their homes. We also received compliments about our staff who carried out the improvements. We would like to thank everyone who took the time to speak with us.

Laura said "It's totally changed down here, with the new windows and some households that were causing trouble moved on. Totally love it here now. The guys who worked on the new windows and doors are really great, friendly, quick and tidy".



HELLO AND WELCOME FROM JANET



Welcome to June and what good weather we have been having, hope you are all in the mood to get your gardens ready for the competition.

This month the Residents Engagement Panel is going to be very busy. Discussing the idea of Air Source Heat Pumps, PPS Parking, New Homes and Social Media Policy. So, if anyone would like to join us or discuss any of our forthcoming topics, then please contact me through Cornerstone.

We are still looking for anyone who wishes to join us on the Panel, we meet the first Wednesday of the month from 4pm until 6pm. It is so important that all the residents have their say in how things are 'done'

In future Newsletter issues, there will be photos and a short biography of each of the Panel Members, so if you have something you would like to chat with us about, you will know who to contact.

Janet Gale
Residents Engagement Panel, Chair.

Cornerstone Gardening Competition 2023

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

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

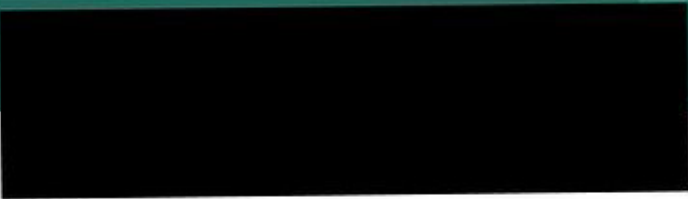
Tallest Sunflower - £25

To enter, email 3 photos of your garden to mail@cornerstonehousing.net, include your name, address and contact details, or enter via our website.

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



ANNUAL SATISFACTION SURVEY



The Regulator of Social Housing has created a system for assessing how well social housing landlords in England are doing at providing good quality homes and services. In addition to introducing revised consumer standards, this will involve a set of tenant satisfaction measures (TSM) that social housing landlords must report on.

Cornerstone have procured a service with a company called CX-Feedback, who specialise in the social housing sector, to carry out these survey's quarterly on our behalf. Customers will receive an invitation to complete a survey to tell us how we are performing.

The information collected from these surveys will tell us about the issues customers are most concerned about and help us to make changes where they are most needed. We'd be extremely grateful for your co-operation if you're contacted. We will publish the results annually on our website and provide them to the Regulator.



Here's some useful information about the survey if you are contacted:

- It's a general satisfaction survey asking what you think of your home and the services provided by Cornerstone Housing
- The survey should take approximately 5 to 10 minutes to complete
- We are surveying every 3 months but we will only survey you once a year
- If you receive an SMS/text with a link this will show the sender as "Cornerstone"
- If you receive an email with a link this will show the sender as "Cornerstone Housing" from this address:
surveys@cx-feedback.co.uk

We will be providing CX-Feedback with data which will enable them to carry out the statistical analysis, the data will not be used for any other purposes.

If you complete the survey you will be entered into a prize draw with a chance of winning a £100 voucher.

WILDFIRE AWARENESS

We have had weeks of dry weather, with more to continue in the coming weeks. The Met Office's Fire Severity Index (FSI) is high / very high. This index is an assessment of how severe a fire would be if a fire should start. In hot weather, the grass is dry, and fires will spread quickly.

Beware of wildfires in the coming months and take measures to avoid them. Our advice is to:

- Avoid having bonfires, BBQs or campfires in the countryside (parks or Dartmoor), or on any grassland during this very dry weather.
- If you must use a BBQ, place it on something flat which won't catch alight, such as a stone/paving slabs. Be mindful of sparks and think about the surrounding area. Always keep a large source of water near you to put out the BBQ fire. Remember you must dispose of the coals correctly - they cannot be placed within a bin and take up to 48hr for coal to cool down.
- If you're a smoker, please take extreme care with how you put out your cigarettes and dispose of them.
- Clear up litter. Leaving litter, such as glass bottles, on grass is anti-social but is also a fire risk. The glass magnifies the sun's rays and can cause fires.
- Wildfires are more frequent this time of year. Find out how you can prevent wildfires.

For more information on wildfire safety visit www.dsfire.gov.uk/safety/outdoors/wildfires



Merrivale Park family fun taster day!

Saturday 24th June 11am- 1pm

Cornerstone are proud to sponsor the free taster day at Merrivale Park on the 24th June. In addition to this we have sponsored the purchase of exercise equipment for free exercise classes in Merrivale Park starting on the 26th June!

The below classes are running for 6 weeks from the 26th June. With tasters available on the 24th June.

From Monday 26th June 6-7pm

Anna J Fitness - Body conditioning - suitable for age 14 +

Exeter City Community Trust – children's football - suitable for 2 -15 years

From Tuesday 27th June 10:00-11:00am

Polly Jeans - Over 55+ exercise

From Saturday 1st July 10:30-11:30am

Meg Hughes - Gentle Mindful Movement - suitable for age 14 +

Exeter City Community Trust – children's football - suitable for 2 -15 years

Questions you might have...

- **Where are these classes?** They are all located at Merrivale Park, EX4 1PJ
- **How do I sign up?** Just come along at the specified time, there will be a sign in sheet for health and safety on the day
- **Do I need to bring equipment?** No, all equipment will be supplied for each class
- **Can my son/daughter go to the football training session while I do an exercise class?** Yes, both the activities will be taking place with the park so you can bring the whole family.

For more information contact: Felicity Vivian: 07784 359021



LOOKING TO MOVE?

If you are thinking of moving home there are several ways you can do this.

Devon Home Choice

You will need to register and be accepted onto the waiting list for housing and put into a band according to your housing need. You can then 'bid' on up to 3 properties per week. Once bidding for the property has ended the landlord will go through the list of applicants starting with the person who finished in position number 1. If this person declines the property or it is deemed not suitable for them the next person on the list will be contacted. The shortlist is ordered according to your banding and the length of time you have been registered. To register on Devon Home Choice please visit www.devonhomechoice.com

Mutual Exchange

A mutual exchange is where you 'swap' your home with a different tenant. For most swaps you will need to prove that the home you are hoping to move into is suitable for your needs. For example it should have the number of bedrooms you require (no more or less). To search for potential exchange partners visit www.houseexchange.org.uk Cornerstone are a partner of House Exchange so there is no charge to sign up.

Downsizing

If you are currently in a Cornerstone property with 3 or more bedrooms and are looking to downsize into a smaller property we may be able to help. We offer a financial incentive for downsizing. If this is something you might be interested in please contact us on **01392 273462 option 3** for more information. Moves via Devon Home Choice and Mutual Exchange are both eligible for the downsizing allowance.

HAPPY HOMES – MOVING IN AND MOVING OUT

We are proud to provide homes that meet a minimal letting standard, are problem free, clean and in good decorative condition. Additional assistance can be provided when moving into your new home to help ensure you have the best possible start, this can include decorating.

You are responsible for reporting any repairs and we will always do our best to resolve any issues raised. Visit the repairs section of our website to find out more information.

MOVING OUT!

If you move out, it's really important that you help us to assess the condition of the property. Our team will arrange an inspection to assess any repairs. The pre-void inspection is the opportunity to identify what is your responsibility and how we can help.

Please make sure you keep the appointment to avoid any recharge costs, unfortunately some customers don't and this has led to recharge costs which in some cases have been over £1,000 or more when the property is returned in poor condition.

DON'T FORGET!

It is really important that you return your keys when you move out, without doing so the tenancy does not end and in some cases we have had to take legal steps which again has been over £1,000 or more cost for our tenant. We will do everything we can to make sure returning the keys is as easy as possible and discuss this with you in advance.



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

Repairs - repairs@cornerstonehousing.net

