



Tenant Newsletter



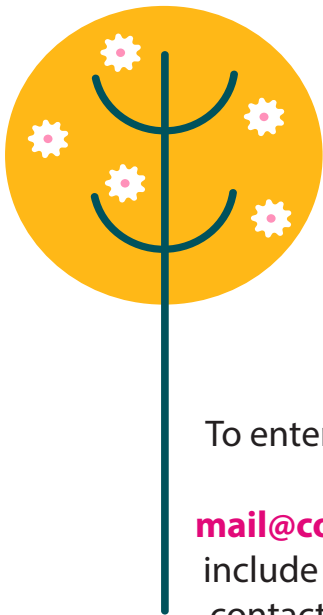
Housing People
July 2023

Last chance to enter our Gardening competition

Cornerstone Gardening Competition 2023

Whether you have a full lawn with flowerbeds or a selection of hanging baskets and pots at your home - 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 for 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 for entries is 31st July. Our Resident Engagement Panel will judge all the entries the first week of August.



HELLO AND WELCOME FROM JANET

Welcome everyone to July's edition of the Tenants Newsletter.



This is an extra long issue of our newsletter, which will be covering July and August. The next issue will be in September relaunching under a new name, so watch this space!

This month the Residents Engagement Panel will be looking at the following Reviews -

- Social Media
- Community Engagement
- Parking Enforcement
- Repairs service
- Customer Voices
- Gardening Assistance Programme

So you can see we are going to be very busy, would you want to get involved, add your voice? Please contact us, we would welcome your views, after all, we are here to let Cornerstone hear your Voice.

Have a lovely summer, keep looking at Cornerstone website and Facebook page for things to do over the school holidays which could be fun and most times FREE.

Janet Gale
Residents Engagement Panel, Chair.

ASK FOR ELLEN!

If you're visiting a Morrisons Café, you can get a completely FREE portion of crumpets with butter and jam any day up to Sunday 13 August.

To claim this offer, both adults and children just need to "ask for Ellen" at the till of any Morrisons Café and you'll receive two toasted crumpets with butter and jam for free.

(Ellen Warburton is the founder of Warburtons in case you were wondering where the name came from).



MY MORNING WITH A HOUSING OFFICER

I spent some time with Rosie, as she welcomed, and signed up a new Resident.

The house had been completely refurbished, and soon to have new windows. The garden was made safe for the children and a beautiful three sided 'shed' was inspected and found to be in good order and the resident was so pleased to have this.

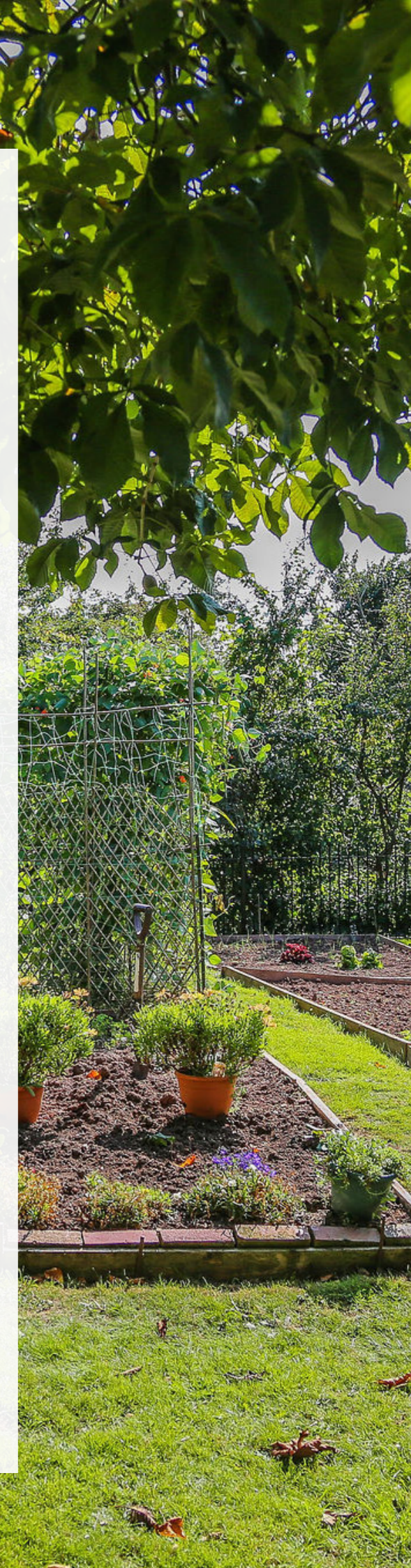
Rosie went through a mountain of paperwork with the resident and made sure she understood what was expected of her tenancy. She was delighted with it all, even the fact that the bin days were also on the list. So, everyone, I am so glad to report that Cornerstone's hard work drawing up a new improved list for the starter pack was well worth the effort, and has already made the resident's life somewhat easier.

One thing that was a problem, no window locks, and with a very young child she was concerned about this, Rosie arranged for restrictors to be put in place immediately, for safety.

Hopefully we will have a very happy resident for many years to come.

Thank you to Rosie, there was a lot of paperwork, but well worth it, and I learned how this system worked.

Janet Gale



E BIKE AND SCOOTER CHARGING ALERT

Whilst e-scooters and bikes are good for the environment and very convenient to use, they do also pose a greater risk to tenant safety in residential buildings where they are often stored and charged.

There has been an increase in fires caused by charging the lithium batteries contained in e-bikes and scooters and the fire brigade are seeking to raise awareness of the issue.

Battery fires develop and spread so much faster than many other types of fire, so its worth taking a few extra precautions and have a plan in case the worst happens.

- Never leave an e-bike or scooter charging unattended or overnight.
- Let the battery cool before charging it
- Unplug your charger once the battery has charged
- Keep an eye out for warning signs that your battery might be failing and becoming a fire risk
- Always use the correct charger and don't use a damaged charger
- Don't leave an e-bike or scooter charging on your means of escape
- Never charge or store an e-bike or scooter in a communal area or walkway
- Check your smoke alarms regularly and plan your escape in case of a fire

WHERE WILL YOUR £2 TAKE YOU?

Millions of people can still access affordable bus travel, thanks to the Government's fare cap encouraging passengers to 'Get Around for £2'.

Scheme has now been extended to the end of October 2023!

We hope the scheme will encourage people to swap their cars for bus journeys, helping families save money during cost-of-living pressures, while also reducing carbon emissions by taking cars off the road. Encouraging greater bus use to help the industry in its continued recovery from the pandemic.

Where could you get the bus? Go to the beach at Seaton, Sidmouth, Exmouth? Get the bus to Okehampton and visit Dartmoor. You can even get the bus to Plymouth for £2!



South West Water has several ways they can help you with your water bill from flexible payment plans to help you spread the cost of your water bill to support tariffs that reduce the amount you pay if you're on a low income.

For more information visit www.southwestwater.co.uk/help/need-help-paying-bill/

If you'd prefer to speak on the phone, call 0344 346 1010. They are open 8am – 6pm Monday to Fridays and 9am – 1pm Saturdays.

LEGIONELLA

Legionella Bacteria thrives in standing water, especially warm standing water. Paddling pools, garden hoses and hot tubs are all at risk of becoming a breeding ground and a potential for infection. Legionella bacteria is spread through small water droplets (aerosol) in the air being inhaled.

Legionnaires disease is rare, however Pontiac Fever, a milder infection caused by Legionella bacteria is incredibly common and is often referred to as Summer Flu. The symptoms of this mild flu-like illness include fever, headaches, muscle aches, dry cough, and a shortness of breath. Legionnaires disease on the other hand includes pneumonia.

There are a few preventative measures you can take to reduce your risk of illness:

- Do not drink from hose pipes.
- Allow your hose to run through slowly before turning the tap on fully.
- If you are leaving your paddling pool full consider using chlorine tablets to keep the water bacteria free.
- If you have a hot tub, ensure you are using the correct chemicals as the temperature of hot tub water is a prime breeding ground.
- Do not drink or fill up pools from water butts.

If you experience any symptoms of Pontiac Fever or Legionnaires disease, contact your GP or 111 for further advice.



BAT AND BIRD BOXES

Our native wildlife is under a lot of pressure at the moment, with the ever growing human population wildlife's natural habitat is disappearing rapidly to make way for new buildings.

This means the amount of places for our native animals to make their homes is dwindling. This lack of opportunity for the local wildlife to make homes can have a big impact, but by doing something as simple as putting a box onto a house or in a garden we can provide much needed support to our urban wildlife by providing them homes too.

We will be installing bat and bird boxes on some of our properties going forward, depending on the location of the property. Boxes should be positioned on a northerly, easterly or well-shaded aspect avoiding southerly elevations and the immediate vicinity of windows. They should be erected at least 3 to 5 metres above ground level with unimpeded access, ideally directly under the eaves.

Please don't install one yourself, but if you think your property would be suitable for a Bat or Bird box please email improvements@cornerstonehousing.net



Bat box



Bird box





Remade



Sew Much to Learn

Thurs 3rd, 10th, 17th & 24th August, 10am - 3pm
Mint Methodist Church, EX4 3AT

Free workshops on budget sewing projects to make a house a home

To book: ☎ 07547 958156 ✉ remade@eci.org.uk



📍 148 -149 Fore Street, Exeter, EX4 3AN

☎ 01392 205800

✉ remade@eci.org.uk

🌐 www.eci.org.uk



Registered Charity Number: 1026229
Registered Company Number: 2844870 (England)

Schools out for Summer!

Our properties are located in a beautiful part of the country with beaches and Dartmoor on our door step.

Here are some ideas of things to do this summer!

Orange Elephant Ice Cream Parlour

Kennford, Exeter, Devon EX6 7YL

Now open 10 am - 5pm each day up till 3rd September.

Indoor play barn, meadow, maize maze and Ice cream. Take a picnic!

Drakes Farm

Higher Fingle Farm, Crockernwell, EX6 6NP

Sandpit, Animals to feed and cafe for lunch

Haldon Forest

Kennford, Exeter EX6 7XR

Pump track, Zog trail, multiple kids play areas, Cafe

Playgrounds and Skate parks

JLL Cycle track

Haldon Forest pump track

Flowerpot skate park

RAMM

Queen St, Exeter, EX4 3RX

Exhibitions, Lego, events



CORNERSTONE IN THE COMMUNITY

Cornerstone attended two local events in June. The first was Bowhill fete where we had a stall to promote Cornerstone's services and raise money for our charity of the year - the Food bank. It was a great event which enabled us to speak to and give prizes to many people from the local community. Lots of children found the correct key to open the Cornerstone door.

Next we attended an event at Merrivale Park arranged by Felicity at ECC Wellbeing and Ellie from the Live & Move teams. Cornerstone has donated a selection of sports equipment including; yoga mats, fitness bands and footballs. The equipment will be used at the forthcoming Merrivale Park fitness sessions and will then be available for future use by local residents via the community builders.



Merrivale Park fitness activities

Cornerstone 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.

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



The art of smart shopping

Food shopping has become a major talking point in recent months due to price hikes on many everyday staples.

With budgets stretched and other bills also up, shopping smartly has become more important than ever, although it's still easy to fall victim to clever product placements, ever-changing store layouts and other challenges.

Here's a few tips to make navigating the aisles a little easier:

Trolley tip no. 1

Plan and shop accordingly. Taking a list to the supermarket, whether it's on a piece of paper or on your phone, is a great way of keeping you focused on your shopping. Sticking to a list reduces impulse buys and distractions such as sneaky product placement items or appetising baking aromas!

Trolley tip no. 2

Branded versus unbranded. Television programmes have shown us that half the time, we can't tell the difference between branded and unbranded items! Buying unbranded items can make a dent in a weekly shopping bill.

Trolley tip no. 3

Be sure to check weights and the number of items in a box or packet, before buying. Shops tend to place items they're keen to push at eye level, so it's worth checking the lower and upper shelves when choosing items, as well as the easy-to-reach ones.

Trolley tip no. 4

Check receipts. It's tempting to throw out receipts rather than scan them, but they have their uses, whether it's to check you haven't been charged twice for an item, deals you benefited from, price-matching and loyalty points collected. Receipts can also act as a useful point of reference for your next shop, whether as a shopping list of sorts or even surprisingly costly items to avoid next time!



Energy Advice Drop-In Clinics in Exeter

Our qualified Home Energy Advisors, from our Award Winning Team, will be at the following venues to offer money saving advice and tips about how to reduce the amount of energy you use and give advice and support to those who are struggling to afford their bills or stay warm in their homes. For those who are on a low income or are on benefits we can also arrange a home visit where we can provide free energy saving measures and tips.

ST STEPHENS CHURCH COMMUNITY DROP-IN
(with Exeter City Council, Wellbeing Exeter, Age UK, Citizens Advice and others)
Thursday 27 July, 24 Aug, 28 Sept
9.30am to 12.30pm

ST KATHERINE'S PRIORY
Friday 7 July, 4 Aug, 1 Sept
10am to 12 noon

EXETER CENTRAL LIBRARY
Thursday 13 July, 10 Aug, 14 Sept
10.30am to 12.30pm

BEACON COMMUNITY CENTRE
Friday 21 July, 18 Aug, 15 Sept
10am to 12 noon

**EXETER FOODBANK @ MINT
METHODIST CHURCH**
Weekly Every Thursday
11.30am to 1.30pm



healthyhomes@ecoe.org.uk

0800 772 3617

www.ecoe.org.uk/healthy-homes-wellbeing

WHAT IS TENANCY FRAUD

Tenancy fraud is when someone is living in a home that they do not have the right to be living in. Tenancy fraud is illegal, can carry a fine of up to £5,000 and can potentially lead to imprisonment. The people who are committing tenancy fraud are preventing those most in need of a home from having one.

Some examples of tenancy fraud are:

- Unlawful subletting – when someone rents out all or part of their home to someone else without our permission. Or letting family/friends live in the property when they are elsewhere.
- Obtaining housing by deception – when a person applying for housing knowingly gives false information in their application.
- Unlawful succession – when someone who is not entitled to the property takes over the tenancy.
- Key selling – when someone moves out and sells their key to someone else. Both parties may be seen to be working together to commit fraud and may both face prosecution.
- Keeping a social rented home when they own, or part own, another property.
- Failing to report a change in circumstances. For example; a single person living on their own moves a partner or family member into their home.
- Abandonment – when someone stops living at their home but does not tell us and does not contact the local authority to stop any benefits they have been claiming.

Some signs that tenancy fraud may be taking place include:

- A sudden change in who is living in the home.
- Someone being vague about who lives in the property or what their relationship is to them.
- Increased anti-social behaviour at the property.
- If a resident has passed away and a friend or family member is now living in the home.
- The property seems to have been abandoned.
- People talking about their landlord as a person, rather than as being Cornerstone.

If you suspect that someone is committing tenancy fraud in a one of our properties, you should contact us at mail@cornerstonehousing.net or call us on **01392 273462** or notify your housing officer.

You may be committing tenancy fraud without realising. If after reading this you are unsure if your tenancy is legal, you can contact us on **01392 273462** and speak to your housing officer about your situation so we can advise you, alternatively you can seek independent advice through the local Citizens Advice Bureau or legal other legal advice agency.

CHANGES TO YOUR TENANCY

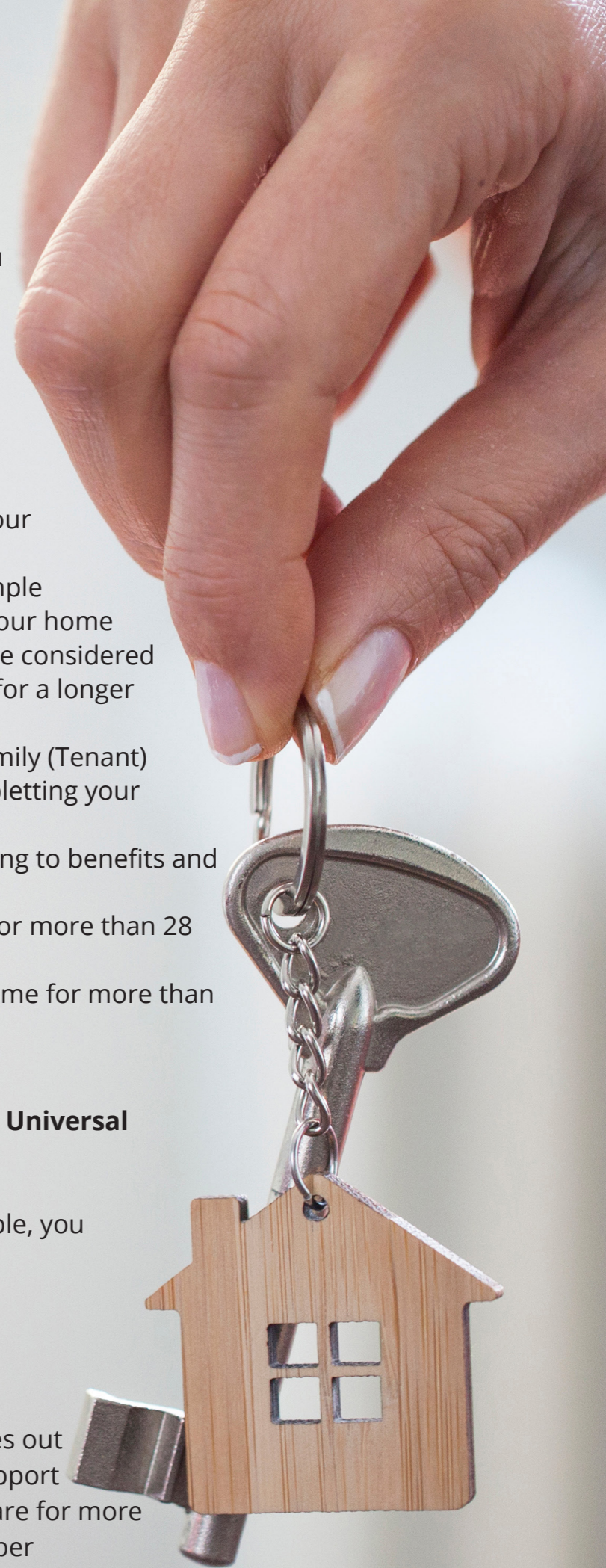
There are a lot of changes that happen to people during their tenancy. Some of the changes that happen will need to be reported, so here is a handy list of what you should report and to who.

Report changes to Cornerstone

- If you change your contact numbers or email address.
- A birth of a new member of your family.
- A death of the tenant or joint tenant.
- You get married and/or legally change your name.
- Any changes to your household for example people moving in with you or out from your home permanently. E.g., over a month would be considered permanently unless they are in hospital for a longer period or on extended holiday.
- If you move out to live with friends or family (Tenant) as this would class as abandoning or subletting your home.
- Please note there are specific rules relating to benefits and being away from home.
- You go into hospital or Residential care for more than 28 days.
- If you are going to be away from your home for more than 28 days.

Report changes to DWP, Pension Credits, Universal Credit or Housing Benefit offices if -

- You start living with someone
- You stop living with someone. For example, you separate from your partner.
- You get a job
- Your hours of work change
- You get a pay rise or your wages change
- You win or inherit some money
- Your child reaches the age of 16 or moves out
- You stop getting benefits like Income Support
- You go into hospital or into residential care for more than 7 days. Death of a household member



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

