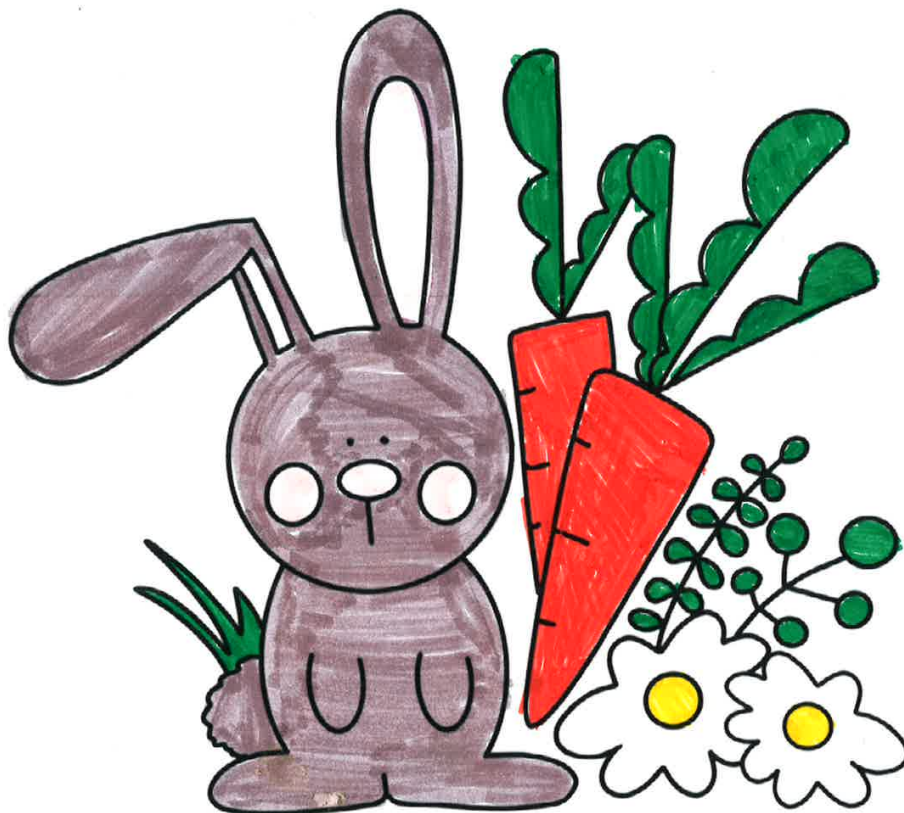
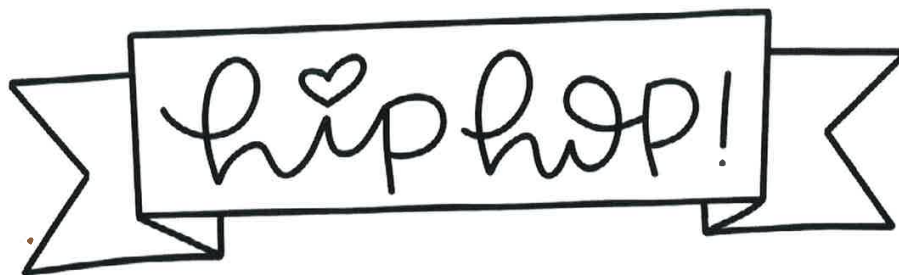


RESIDENT NEWSLETTER



Creating places that people love to come home to
April 2024 Issue

Great Places, Great Service, Great Business and Great People

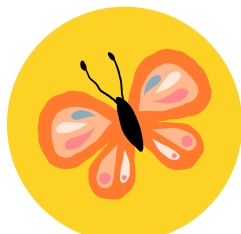


Mia Matthews Age 12

Inside this Issue



NEW HOMES



WILDLIFE PHOTO COMPETITION



EID



RESIDENT ENGAGEMENT PANEL

CONTACT US



Postal
Cornerstone House
Western Way
Exeter
EX1 1AL

Please note our office is
appointment only



Customer Service
01392 273462
(Option 3)

mail@cornerstonehousing.net



Repairs
01392 273462
(Option 1)

repairs@cornerstonehousing.net

We are open Monday to Friday
from 9.00am – 5.00pm.

What you can do on our website

- Report an ASB Incident
- Report a repair
- View your tenant handbook
- Apply for a mutual exchange
- Make a complaint, give feedback or a compliment

Out of hours

If you have an emergency with your home outside of our normal opening hours, you can call **01392 273462** (option 1) and your call will be diverted to our out-of-hours team.

WELCOME FROM JANET

Hello everyone.

Spring at last, this is where the rain gets warmer.



Satisfaction surveys were sent to all residents over the last year asking how well you think Cornerstone is doing in many service areas, thank you for taking part in this.

The REP has been reviewing the outcomes with Cornerstone over the year and this prompted us to complete reviews alongside Cornerstone into areas such as communal area maintenance. There is an article in this edition about the resident consultation on that.

The surveys also prompted the REP to review how Cornerstone deals with anti-social behaviour and the outcomes of that will be in the next edition. Cornerstone and the REP does listen and react as best as possible, they also do work long and hard on anti-social behaviour to get results as fast as possible, sadly things take time, and we do thank all residents for their help and patience when dealing with this.

The Residents Engagement Panel would love to hear from anyone who feels that they have not been listened to, this can be done in the strictest of confidence, and be assured there will be no repercussions. This summer we want to get out and about into your community, to hear from a diverse range of people and to welcome their fresh ideas.

At present we are looking for more residents to join the panel, either as an Email Eagle which entails looking at all our papers prior to our monthly meetings, extra eyes are always the best to find where there could be a problem. Do you think you could be an Estate Champion in your area, just checking on the state of buildings and garden spaces, reporting back to Cornerstone every month with any updates. Are you good at planning events? Then we need YOU!

Janet Gale

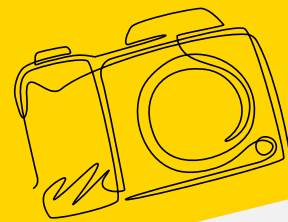
Janet Gale
Chair, Residents Engagement Panel

WILDLIFE IN YOUR COMMUNITY, SPRING PHOTO COMPETITION

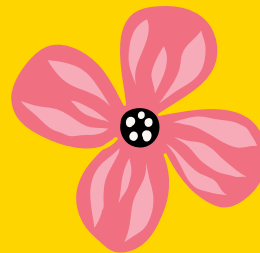
*Last
chance to
enter!*



Your picture here!



Are you a keen photographer? Have you taken any pictures of the area you live in? We would love to see your photos and feature them within our upcoming newsletters and on our website. It could be pictures of your garden full of ice on a sunny winter's morning. Your community gathering together for an event. The blossom appearing on the trees. We are excited to see what our residents send us and to show us what a great home and area you live in.



Anyone, any age can enter!

The winner will receive a framed version of their photograph, and the photo will be featured in our newsletter and on our website. email your pictures to mail@cornerstonehousing.net by 30th April 2024



NEW FLATS IN ALPHINGTON

We have recently taken ownership of 6 new build rented flats located in Alphington. These are a combination of 1 and 2 bedroom properties meaning we have been able to provide homes for a wide range of people including families. The properties include allocated parking and bike storage. Once the wider development is complete residents will benefit from a children's play area, community building, GP surgery and the new Matford Brook Academy. A pedestrian and cycle bridge will provide excellent access to these facilities. Also on the site is Ridgetop park, a new greenspace with fantastic views of Exeter and beyond. These have been purchased with grant funding from Homes England.





Easter Colouring!



Thank you to everyone who entered our Easter colouring competition, all the pictures brightened up our Western Way office.





ESTATE CHAMPION

Cornerstone are happy to say that we have our first Estate Champion!

Our Estate Champion will be letting us know how their estate looks and completing a monthly feedback form on their phone about the services we provide. The services that our Estate Champions feedback on are cleaning and gardening, they also comment on any other issues affecting residents like untidy bin stores or broken communal lights.

If you want to help your neighbourhood look great and resolve any estate issues, then you can become an Estate Champion! Our Estate Champions receive;

- Full training regarding the role
- Any equipment or support needed from Cornerstone
- A reference confirming your involvement

The Estate Champion is a “mystery shopper” type person who reports back confidentially about their estate, it’s a really important role that helps keep your neighbourhood a place that you love to live.

If you would like to speak to someone about being an Estate Champion please call us on **01392 273462** or email **mail@cornerstonehousing.net**

The background of the flyer is a watercolor illustration featuring various gardening items. At the top left is a wide-brimmed straw hat. Below it are a pair of brown-handled shears and a pair of blue-handled pruning shears. In the center, there are two wooden garden markers on stakes; one says 'WELCOME' and the other says 'GARDEN'. To the right, there's a green watering can, a pair of grey gardening gloves, and a green garden trowel. At the bottom, there's another straw hat, a pair of grey gardening gloves, a green garden trowel, a pair of grey-handled shears, and a small branch with green leaves and purple berries. The entire scene is rendered in a soft, painterly style with visible brushstrokes.

Cornerstone Gardening Competition 2024

Calling all green fingered residents!

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

- 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, include your name, address.

Closing date for entries is August 3rd. Our resident engagement panel will judge all the entries the first week of August.

COMMUNAL SERVICE CHARGE CONSULTATION

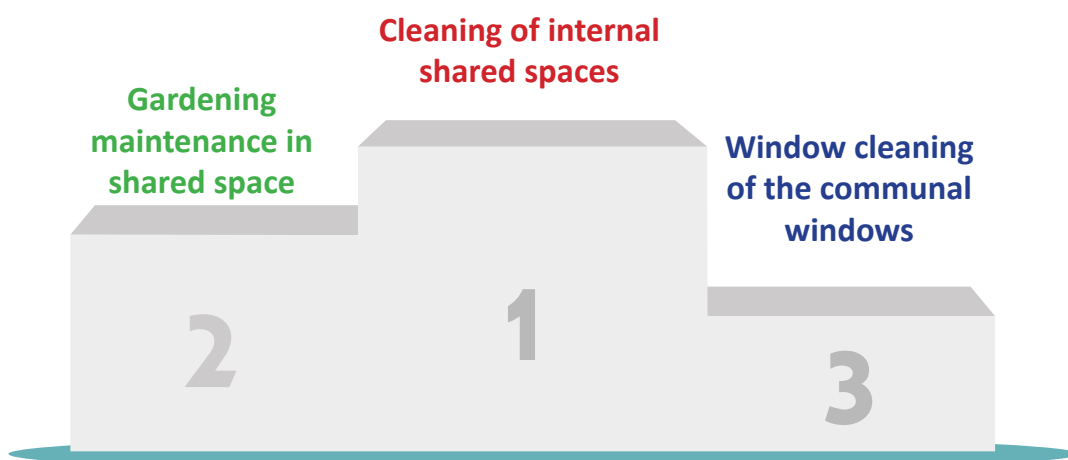
We recently sent all 600 residents who pay a charge for communal services a survey regarding the services they receive.

"Communal services" means;

- Cleaning of the internal shared spaces including vacuuming and dusting stairwells or lobbies,
- Grounds maintenance of external shared spaces including gardening, maintaining footpaths, litter picking and cleaning bin stores.

There were 83 residents who responded to the survey, and they feel that...

THE MOST IMPORTANT COMMUNAL SERVICE IS

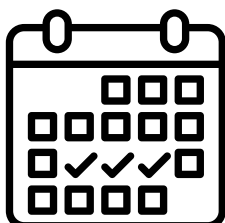


RESIDENTS ALSO RANK PRIORITY CLEANING DUTIES AS;

1. Vacuuming the carpet or cleaning the vinyl floor covering
2. Dusting window ledges and/or other nooks and crannies
3. Wiping down surfaces and/or handles
4. Cleaning walls and light fittings
5. Polishing surfaces and/or handles



MOST RESIDENTS FELT THAT CLEANING SHOULD BE PROVIDED WEEKLY.



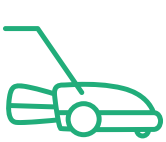
Weekly 66%

Monthly 13%

Seasonal 6%

MOST RESIDENTS FELT THAT GRASS CUTTING WAS MOST IMPORTANT WHERE THEY LIVE.

1. Grass cutting
2. Hedge trimming/pruning
3. Tree maintenance (cutting/pruning)
4. Litter picking
5. Cleaning bin stores



WHAT'S NEXT?

We will be giving residents more information about their current service including what they receive and how much it costs. We will also provide a comparison of the service they currently receive, and a proposed new service based on the survey feedback, including costs.

Residents will receive this information by post and will be invited to decide if they want to continue with the current level of service or the proposed new service.

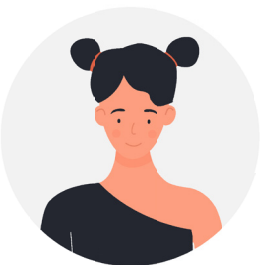
In the meantime, we will be making sure that any issues with cleaning or grounds maintenance highlighted in the surveys are resolved.

Here are some comments from residents that we have acted upon;



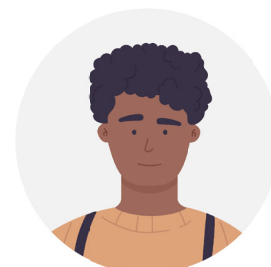
"Garden service blows grass cuttings into the stream resulting in build up of green grass on surface of once clean stream"

We have raised this with Exeter Grounds Maintenance and will be monitoring the gardening on the estate



"In the 6 years we have lived here the play area was jet washed once and paths have never been done"

We have actioned jet washing on our estates where issues have been raised. If you are concerned about your area email mail@cornerstonehousing.net



"I would like more from the services I pay, however I do not qualify for any benefits and therefore this could affect my current income if my service charges go higher as this year's rental increase is going to make a huge difference to me already"

We are progressing with our service charge consultation and making sure we take into consideration residents circumstances and value for money.

NATIONAL SUN AWARENESS WEEK : 6TH - 12TH MAY 2024

The sun is beginning to shine with summer on the way, don't forget to stock up on sunscreen and apply it regularly. Read the advice below from the British Association of Dermatologists.

British Association of Dermatologists

SAVE OUR SKIN



SLIP ON A SHIRT

Protect your skin with clothing, and don't forget to wear a hat that protects your face, neck and ears and a pair of UV protective sunglasses.



SEEK OUT SHADE

Step out of the sun before your skin has a chance to redden or burn. Keep babies and very young children out of direct sunlight. When the weather is warmer, spend time in the shade between 11am and 3pm when the sun is at its brightest.



SLAP ON SUNSCREEN

When choosing a sunscreen, look for:

- High protection SPF (minimum SPF 30) to protect against UVB rays from the sun, which cause sunburn.
- The UVA circle logo and/or 4 or 5 UVA stars, to protect against UVA rays, which cause skin ageing and sun damage.

Apply plenty 15 to 30 minutes before going out in the sun, and reapply every two hours and straight after swimming and towel-drying.



DON'T GET CAUGHT OUT, NEVER LET YOUR SKIN BURN!

Not everyone's skin offers the same level of protection in the sun. If you are pale skinned and burn easily you are at greater risk and need to take extra steps to protect your skin from sunburn and sun damage.

REGISTER TO VOTE REMINDER

You cannot vote in UK elections or referendums, if you are not registered to vote. You may also experience difficulties when applying for credit, including opening bank accounts and applying for a mobile phone contract. Credit reference agencies use the electoral register when assessing a person's credit worthiness. You only need to register if you are not already registered. If you have moved house since you last voted you must register at your new address - paying council tax does not mean you are registered to vote.

It is too late to register for May's elections but with a general election in the future register yourself today.

Visit www.gov.uk/register-to-vote



Facebook Group

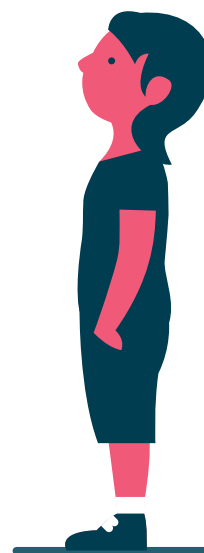
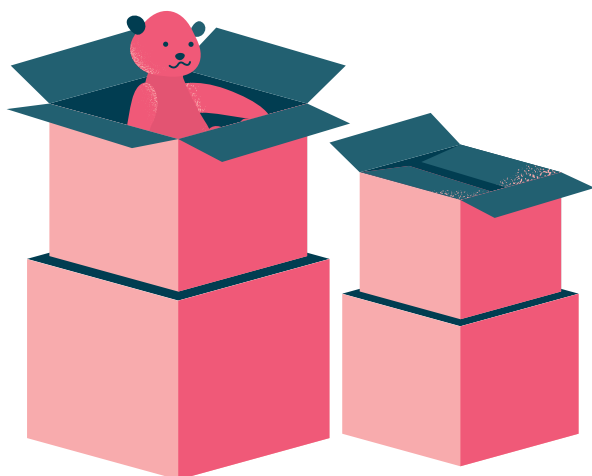
The members of REP have created a residents only Facebook group. Anyone can join to ask the panel questions or give feedback to a policy currently being reviewed.



Search ***Cornerstone Housing residents engagement panel*** to join



Room going to waste or need more space? Moving is easy with House Exchange



There are plenty of reasons you may want to move home. Let House Exchange help you find your ideal swap.

House Exchange is a national website with thousands of opportunities for you to find your ideal home swap. It is also completely free to register because your landlord is a partner.

Why wait? Get started today, visit
www.houseexchange.org.uk



House
Exchange

Did you know that we partner with a credit union called Westcountry Savings and loans.



They are a regulated ethical organisation that offers loans and savings accounts.

Recently they've let us know that a lot of people have been using buy now pay later options like Klarna or Clearpay to help make ends meet. These options are often interest free for a period and can be helpful, but it is very easy to let it get on top of you if you end up with a lot of small loans. If you can't make repayments on them all within the interest free period, you will end up being charged and if you have a lot this could make it more difficult to pay back.



If you join the credit union as a member, they may be able to offer you a good deal on loans if you need one, and a good deal if you save with them. You can find more information here www.westcountry.org.uk or by calling **0800 304 7041**.



If you are struggling now and need help, please contact us we may be able to refer you for free 121 debt and money advice. You can also get help from Step Change **0800 138**

1111 or visit www.stepchange.org



Eid Mubarak to all our Muslim families.

The Muslim festival of Eid al-Fitr has taken place marking the end of the holy month of Ramadan. It was declared after the new Moon was sighted in Saudi Arabia on Tuesday 9 April.

What is Eid al-Fitr?

Eid al-Fitr is the "festival of breaking the fast". It takes place the day after the new Moon is seen at the end of the month of Ramadan, and marks the start of Shawwal - the 10th month of the Islamic calendar. Along with Eid al-Adha, it is one of the two main festivals in Islam.



This month's cultural and religion story is *Story of the lanterns of Ramadan*

Once upon a time there was a young prince who lived alone with his father, the caliph, after his mother died. The caliph married again, but his new wife was often unkind to the prince. The caliph didn't care much and this made the young prince very unhappy.

On the fifteenth day of the month of Sha'aban, the son said to his pet pigeon, 'Let's not stay here any more. Let's run away because nobody here cares about us.' So they both ran away into the jungle.

After a long time, they came to a grand palace which belonged to a lonely ghoul. 'This is the awful ghoul's palace,' said the prince, 'but we are very hungry and cold and he might be asleep. Let's sneak in and rest till the morning.' But the ghoul wasn't asleep. He was watching them. The prince found a bed and fell asleep. When he woke up, he was surrounded by golden prison bars: he was in a jail! The ghoul said, 'I know all about your evil stepmother. Your father doesn't love you. I'm lonely, so I'll keep you here as my pet!'

The little prince pleaded with the ghoul to set him free. Finally, the ghoul growled, 'I'll send your pigeon home. If the caliph misses you, he'll follow the pigeon back here and save you. If not, you'll spend the rest of your life here!' The pigeon raced to the caliph's palace.

Since his son had run away, the caliph cried and prayed every night that he would see him before the holy month of Ramadan. On the last night of Sha'aban, he felt that his son was close. He opened the window and found the pigeon sitting on the ledge! He knew that he had to follow the pigeon, but it was really dark.

A princess, the caliph's sister, suggested that everyone in the palace held a candle and lit the way for the grieving father. In minutes the news spread. Every man, woman and child held a candle and followed the caliph.

On their way, the children sang songs to celebrate the beginning of the holy month of Ramadan. The prince heard the songs and saw the light from his prison window. He knew it was his father. The ghoul was touched by the whole scene. He whispered, 'I was mistaken. Your father deserves a second chance. Go back home.'

The young prince was reunited with his father. They returned to the caliph's palace and fasted together on the first day of Ramadan. To reward his loyal subjects, the caliph gave them gold lanterns to put outside their houses. Then he ordered his ministers to light the streets and mosques with colourful lamps.

Since that day children have bought lanterns to mark the beginning of the holy month of Ramadan.



Resident Engagement Panel

www.cornerstonehousing.net/rep

Get involved in your neighbourhood!

Our resident engagement panel is looking for new members. REP is open to all and we would love to have more residents from a diverse range of backgrounds involved. If you would like to engage with the REP but don't want to come to meetings, get in touch, we'd still love to hear from you.

If you are interested contact mail@cornerstonehousing.net





























DEAF AWARENESS WEEK 6TH - 12TH MAY

Approximately 11 million people in the UK are deaf or have hearing loss. Deafness and hearing loss can have a range of challenging implications, especially when it comes to communication.

Fingerspelling is the British Sign Language (BSL) alphabet. It's used to spell out words, such as names of people and places.

Learn something new today, can you spell your name?

BSL FINGERSPELLING ALPHABET		 A.a.	 B.b.	 C.c.
		 D.d.	 E.e.	 F.f.
 G.g.	 H.h.	 I.i.	 J.j.	 K.k.
 L.l.	 M.m.	 N.n.	 O.o.	 P.p.
 Q.q.	 R.r.	 S.s.	 T.t.	 U.u.
 V.v.	 W.w.	 X.x.	 Y.y.	 Z.z.
rnid.org.uk				

FREE
BREAKFAST
INCLUDED!

MEET THE OMBUDSMAN

FRIDAY 10TH MAY

Sandy Park, Exeter
09.30am - 12:30pm



Join us and other local social housing providers on the 10th May to meet Richard Blakeway, the Housing Ombudsman.

Hear more about what the organisation does, how it can help you and have your chance to ask any burning questions



Join in person or online

Limited space available

Contact us to
book your place

mail@cornerstonehousing.net

Housing
Ombudsman Service

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11th May 2024



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Registered Charity No: 1090229

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Exeter EX4 1DS

Referral

If you would like a referral to Turn Table please contact mail@cornerstonehousing.net
or contact 01392 273462