

RESIDENT NEWSLETTER

Creating places that people love to come home to

June 2024 Issue

Great Places, Great Service, Great Business and Great People



Housing People



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LOFT SPACES



LEGIONELLA



SOCIAL
TARIFFS

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.
Summer is here at last, but for how long?



Now the windows are open and the old BBQ has been dragged from sheds, please be considerate of noise levels and keep BBQ smoke away from the house, but enjoy the summer too.

This month we have some more brilliant articles for you to read, and hopefully help you. Such as - Tree Survey, Tenant Satisfaction Survey, Legionnaire reminder, Loft Space.

Also please remember to take ID with you when you go to vote, this can be one of several IDs. You will be turned away from the Polling Station if you cannot produce this.

It's Pride Month and Cornerstone and the Residents Engagement Panel are strongly involved, so please have a read of this article.

The Resident Engagement Panel has some hard work ahead of them, looking at various policies to help and advise you all. We are still looking for another person to join us.

It is rewarding work. We have a very strong team that works extremely hard for all residents of Cornerstone.

As we want to improve and get stronger, we need YOU!
Thank you.

Janet Gale

Janet Gale
Chair, Residents Engagement Panel

TENANT SATISFACTION MEASURES 2023/2024

We have now published our full year's Tenant Satisfaction Measures results on our website.

Tenant Satisfaction Measures' (TSM) are a way for tenants to understand how we perform against key service areas.

The Tenant Satisfaction Measures were introduced by the Regulator of Social Housing in April 2023 and are aimed at helping improve standards for people living in social housing.

The measures form part of a new system for enabling tenants to see how well their landlord performs and hold them accountable.

There are 22 measures covering areas like repairs, safety and complaints.
12 customer perception measures: These show satisfaction with our services, for example, how well we've managed repairs or resolved complaints.

10 performance measures: These measures are based on our performance, for example, how many fire risk assessments we have carried out and how many cases of anti-social behaviour have been reported to us.

In our next few issues we will be looking at the results of the survey and updating residents on changes we are making.

86.1% of residents were satisfied with the overall service provided

To see the full results visit

www.cornerstonehousing.net/tenant-satisfaction-measures-2023-2024/





**FRIDAY 28TH JUNE
3.30PM-5PM**

**ST GABRIEL'S
SUMMER
FETE**

**We
will be
here!**

**JOIN US FOR AN AFTERNOON OF FUN FOR THE WHOLE
FAMILY**



**BOUNCY CASTLE
INFLATABLE FUN RUN
BBQ & REFRESHMENTS
VARIOUS STALLS
PUNCH BALLONS
CAKES
RAFFLE
TOMBOLA
AND LOTS MORE!**



REMINDER ABOUT YOUR LOFT SPACE

A little reminder to all residents, as per your tenant handbook please do not access or store items in your loft space. Also, do not attempt to convert the space or use it as an extra bedroom. Doing these things can risk your health and safety and cause damage to the property. It can also increase the risk of falling through the ceiling or damaging the property.

NEWSLETTER FREQUENCY

We would like feedback from our residents on the frequency of the Resident Newsletter. Do you enjoy reading it each month? Would you prefer it less?

We are asking our residents to complete a quick poll on how often they would prefer to receive the newsletter.

Visit the below link to answer

<https://tinyurl.com/residentnewsletter>



LEGIONELLA

Reminder now the summer is upon us. Legionella bacteria can thrive in stagnant water, posing potential health risks (cough, shortness of breath, high temperature and flu-like symptoms). Some important points that are easily overlooked at other times of the year which legionella thrive on are namely hosepipe and paddling pools. Don't worry it is easy to keep you and your family safe, here are some essential tips to keep your family safe:

- water should be turned on slowly so as not to create a spray and left to flush through the hosepipe for a few minutes before use,
- regularly disinfect the nozzle to prevent bacteria build-up,
- after use drain your hose pipe and store in a shaded area and not in direct sunlight as legionella multiplies in warm temperatures,
- empty and clean paddling pools regularly,
- refill paddling pools using clean, fresh water.

If you notice any issues with water quality or suspect contamination report it promptly to **compliance@cornerstonehousing.net**

Staying informed and taking simple precautions can significantly reduce the risk of legionella-related health issues.

As always, if you have any questions reach out to your housing officer or the Building and Customer Safety Team by emailing **compliance@cornerstonehousing.net**

A watercolor illustration of various gardening items including a straw hat, a shovel, a watering can, a pair of glasses, a pair of gloves, a pair of pruning shears, a trowel, a rake, a pair of garden markers (one says 'WELCOME', one says 'GARDEN'), a pair of purple grapes, and a green watering can. The items are scattered around a central white box with a green border.

Cornerstone Gardening Competition 2024

Calling all green fingered residents!

Whether you have a full lawn with flowerbeds or a selection of hanging baskets 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.



PRIDE MONTH

Pride Month began on Saturday, June 1, marking a time to celebrate LGBTQ+ identity and raising awareness of issues facing the community around the world.

Facts about Pride

- The Stonewall Uprising took place early morning on June 28, 1969 when police raided the Stonewall Inn, a gay bar known as a safe place for LGBTQ+ individuals. The raid sparked riots, six days of protests, and clashes with police. Although the uprising was not the start of the LGBTQ+ movement, it was seen as a critical moment and spark in the movement. The Stonewall Inn is still open today in New York City and is a national monument!
- On 1 July 1972, the UK's first Pride march was held in London. The date was chosen as the closest Saturday to the anniversary of the Stonewall riots of 28 June 1969
- The first Pride flag was designed by gay artist Gilbert Baker in 1978. It originally had eight stripes with each colour symbolizing a different concept. The flag first flew on Gay Pride Day in San Francisco on June 25, 1978.



LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUESTIONING





Proud2Be

www.proud2be.org.uk

Proud2Be is a social enterprise that exists to support and enable LGBTQIA+ people in Devon (and beyond) to thrive, be free, safe and proud to be themselves; and to work with others to acknowledge and help dismantle systemic oppression.



Intercom Trust

www.intercomtrust.org.uk

Intercom are an LGBT+ led charity, proudly working with 1000's of people each year to improve well-being and inclusion across the region



www.switchboard.lgbt

Switchboard is the national LGBTQIA+ support line. For anyone, anywhere in the country, at any point in their journey. They can discuss anything related to sexuality and gender identity. Whether it's sexual health, relationships or just the way you're feeling. This is your space – to explore, talk and be truly heard.



Mermaids

www.mermaidsuk.org.uk

Mermaids support trans, non-binary and gender-questioning children and young people and their families across the UK.



Supporting families and our
LGBT+ loved ones with pride



FFLAG

www.fflag.org.uk

FFLAG is a voluntary organisation and charity dedicated to supporting families and their LGBT+ loved ones.



MindOut

www.mindout.org.uk

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people.

LGBTQ mental health service



WARNING!

THIS ITEM PRESENTS AS HEALTH & SAFETY OR FIRE RISK

Your safety is our number one priority!

A common problem in your neighbourhood is residents leaving items in communal areas.

Our fire safety contractors (who test the fire safety equipment) and Devon & Somerset Fire Service have warned us on several occasions that they have noted fire risks due to items in the shared spaces around your home.

Cornerstone are now taking a “zero tolerance” approach to items in communal areas and if you see this sticker on something you have left in a shared space you must follow the instructions, or you may lose the item!

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

VOTING INFO FOR THE 2024 GENERAL ELECTION

The next UK General Election is less than a month away. Here's what you might need to consider.

- Voters must present photo identification to vote at polling stations in elections – once you arrive at a polling station, your photo ID will be checked before you can fill in a ballot.
- Only certain forms of ID can be used to vote. Please see below for further information.
- You can still vote by post without using a Voter ID.

Ensuring that you have valid Voter ID

You will only need to show one form of photo ID. It needs to be the original version, and not a photocopy or a digital version.

- Passport issued by the UK, any of the Channel Islands, the Isle of Man, a British Overseas Territory, an EEA state or a Commonwealth country (including an Irish Passport Card)
- Driving licence issued by the UK, any of the Channel Islands, the Isle of Man, or an EEA state (this includes a provisional driving licence)
- A Blue Badge

Local travel

- Older Person's Bus Pass funded by the UK Government
- Disabled Person's Bus Pass funded by the UK Government
- 60+ London Oyster Photocard funded by Transport for London

Proof of age

- Identity card bearing the Proof of Age Standards Scheme hologram (a PASS card)

Other government-issued documents

- Biometric immigration document
- Ministry of Defence Form 90 (Defence Identity Card)
- National identity card issued by an EEA state
- Electoral Identity Card issued in Northern Ireland
- Voter Authority Certificate





TREE SURVEYS

To keep both tenants and properties safe we will be working closely with Advanced Arboriculture to carry out tree surveys to identify any safety concerns and remedial actions that may be necessary. They will be surveying individual gardens and communal areas, therefore they will be asking for access to rear gardens.

Advanced Arboriculture are starting tree surveys on our entire tree stock on Tuesday 25th June. Everyone will receive a letter from Cornerstone before their visit.

If you are unavailable on the day they are in your area to provide access, there are contact details for the Lead Surveyor in the letter and he can be contacted directly to rearrange access for surveying.



SOCIAL TARIFFS

Have you checked if you can apply for social tariffs to help with phone, broadband and water bills as billions of pounds go unclaimed per year.

People may also be unaware that they need to apply separately for social tariffs and local support, such as council tax reduction. All major benefits are accepted when making a claim. These include universal credit, Pension Credit, Employment and Support Allowance, Job seeker's Allowance and Income Support.

A large number of broadband providers now offer discounted social tariff with prices currently ranging from £10 to £23 a month.

You can use Ofcom's tool to check if your current provider offers a social tariff. Most tariffs can be applied for online. If you find your provider doesn't offer a social tariff, you can switch to one that does.

www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs

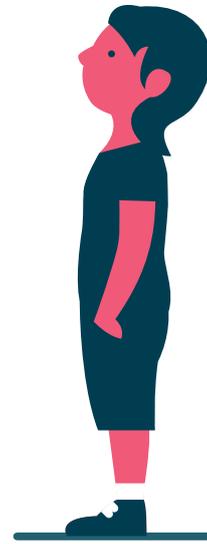
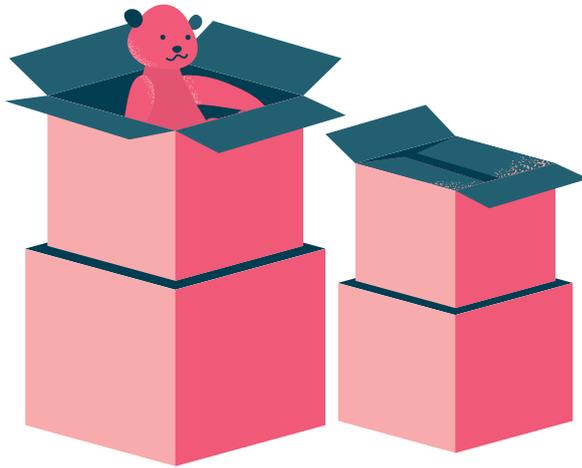
You can also apply for social tariffs on water bills, too. Water sector regulator Ofwat says all water companies offer a social tariff for eligible customers to reduce water bills.

Southwest Water Financial support | South West Water

The WaterSure scheme is also available for certain customers with a water meter, which allows bills to be capped.



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

LIVE & MOVE

FOOTBALL @ MERRIVALE



MONDAY FOOTBALL @ MERRIVALE

5-6PM - PRIMARY SCHOOL CHILDREN

6-7PM - SECONDARY SCHOOL CHILDREN

DATES: JULY 1ST, 8TH, 15TH, 22ND, 29TH,

AUGUST 5TH, 12TH, 19TH,

SEPTEMBER 2ND, 9TH, 16TH, 23RD, 30TH

OCTOBER 7TH, 14TH, 21ST

BOOK TODAY



**FREE
TO
PLAY**



@EXETERCCT



EXETERCCT.ORG



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

