

ECC new build scheme to be named after former Council Leader



Chester Long Court, the new build scheme for older residents of ECC is to be named after a former leader of the Council, Chester Long. The first residents are expected to move into the new scheme in late November 2017.

The scheme will contain 26 apartments for the over 60s, a mix of 1 and 2 bedroom apartments, including one that is fully wheelchair accessible. Chester Long Court is located next to Rennes House in Whipton. It is a sustainable and healthy affordable housing scheme that meets Passivhaus certification requirements. This minimises the building's carbon footprint, by meeting the highest levels of energy efficiency and ecological design standards.

The new scheme has a communal lift to assist with vertical access and a landscaped communal garden space that residents will share. Ground floor occupants will gain private patios, and first, second and third floor residents have balconies and further reaching views.

The scheme will be advertised via Devon Home Choice and the new homes will be let to those in greatest housing need. This includes current ECC tenants, tenants from a Housing Association, or new to Social Housing.

Chester Long

Vivian Spencer Roy Long, known as Chester, was born in Exeter in 1932. Chester's first political memory was during the 1945 election, when he acted as a 'runner' for the Labour party. He was first elected a City Councillor for Exeter in 1963 and sat on the Council until he lost his seat in 1968. In 1972 he returned to Exeter City Council as Deputy Leader of the Labour group and was leader of the Council between 1983 and 2000.

Chester counts amongst his greatest achievements, helping to build Labour support in Exeter, making improvements to city parks, delivering new facilities including the Livestock Centre and Exeter Arena (running track), as well as setting up a Park and Ride scheme.

He was also involved with instigating an extensive programme of improvement work to the Council's housing stock. This included the rewiring of properties, replacing old windows with more energy efficient double-glazing ones and renewing front doors.

Chester also helped to give Exeter City Council tenants a voice by supporting the setup of the first Tenant Panel. And again, when Local Authorities were tasked with asking their tenants to decide on who should be their landlord, either ECC or stock a transfer to another organisation, Chester helped to oversee the ballot. The results of which were overwhelming in support of the Council remaining as the Landlord.

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THE PERFORMANCE SCRUTINY PARTNERSHIP IN 2017

PSP UPDATE

Do you want to

Help to develop your housing services?



Have your say?

Ensure value for money for your rent?

Improve your local community for you and future generations?

Make new friends or learn new skills?

We want you, wherever you live in Exeter, to have your say in the way that the housing service is run. We're always looking for Council tenants and leaseholders to give us their views on our service by joining our **Performance Scrutiny Partnership**.

Come along to a meeting, see how it works, you'd be most welcome.😊

We meet about once a month, 5.30pm-7pm in the Civic Centre.



Exeter
City Council

Contact Us:



01392 265766



Residentinvolvement@exeter.gov.uk



Online:



@ecchousing



@ecc_housing



www.exeter.gov.uk/housing

Performance Scrutiny Partnership

The PSP is a group of tenants and leaseholders who meet regularly to review and scrutinise the work of Housing Services. They comment on and review policies and procedures and provide the client viewpoint. They are supported by the Housing Policy and Performance Team.

Any tenant or leaseholder can apply to be a member of the PSP, you don't need to have any experience or qualifications, indeed training can be provided for you.

If you would like to find out more about the work of the PSP please ring 01392 265815 or 265766 or email: residentinvolvement@exeter.gov.uk



TERRY TALKS

Have you got permission to keep your pet?

'Four legs good, two legs bad' is a sentiment you may agree with, but as the source from George Orwell's famous novel Animal Farm illustrates, this may not turn out as intended.



Many tenants of the Council keep animals as pets.

Many of these tenants have asked the Council for permission to have them... Some have not.

By way of a reminder, the tenancy agreement requires all tenants to obtain our written permission before keeping animals in the home and in some circumstances the Council will say 'no'.

Rennes House for example, is subject to a restriction that only caged birds and aquarium fish are allowed. All other properties may have animals given that you have our written permission AND that you comply with the condition that you must not allow the animal to cause a nuisance or annoyance to others lawfully in the locality.

Although not expressly referred to in the tenancy agreement, some animals such as farm animals (you will be surprised!) are not allowed! Some animals may have stricter conditions placed on their keeping, such as some reptiles.

"The key thing is that they behave themselves. All animals are equal in that regard, although some animals are more equal than others".

Animal Farm, George Orwell

Home Contents Insurance

Protect Your Belongings

Remember Exeter City Council does NOT insure your furniture or belongings against fire, theft, vandalism, burst pipes and other household risks.

To protect yourself against these risks you need to take out your own insurance. Under a scheme we have arranged with Allianz Insurance PLC, it's easy for you to protect your belongings.

The Pay As You Go Home Contents Insurance Scheme is open to all council tenants and, once approved, you will receive a welcome letter advising you of the amount you need to pay and when your cover begins. The payment of your premium gets added to your rent account on a fortnightly basis. This is then paid along with your rent. It is important that your premiums are paid and kept up to date or you may not be covered.

If you are over the age of 60, the sums insured can be as low as £6,000 (cost £1.32 per fortnight) or £9,000 for anybody else (£1.98 per fortnight).

You should check each year that the insured sums are enough to cover your belongings in the event of a claim.

Full details of the policy cover and an application form can be picked up from the main reception at the Civic Centre or sent on request by calling 01392 265030.



WHY NOT CHOOSE TO PAY YOUR RENT BY DIRECT DEBIT?

No more queuing, debit cards or rent swipe card.

What is Direct Debit?

A direct debit gives Exeter City Council permission to take rent from your bank account in agreed amounts at agreed times. You will be given at least 10 working days' notice if any changes need to be made and you can cancel at any time.

Advantages of paying by direct debit are:

It's simple - complete the form and we will send your details to your bank to set up.

It's convenient - choose to pay on either the 1st of the month or fortnightly.

It's secure - the Direct Debit Guarantee protects your payments.

It's efficient - and the money we save can be put back in to improving services.

It's regular - your rent is calculated into equal monthly or fortnightly payments.

It's flexible - payment plans can be agreed to recover arrears.

When we receive your form, we will take your bank details and set up your Direct Debit. We will send you a confirmation letter that includes a copy of the Direct Debit guarantee. We will also give you at least 10 working days' notice of how much will be debited from your bank account. Contact us now on 01392 265527 and arrange to pay your rent by direct debit.

You are invited to a Coffee Morning with our maintenance contractors
MEARS
Making People Smile

All tenants and leaseholders of ECC are invited to take part in coffee mornings, hosted by Mears, at older persons' schemes. These coffee mornings are attended by a representative from Age UK to talk about the services they offer including insurance, the Age UK Careline, befriending service, wills, funerals etc.

Tenants are also invited to visit the local Age UK café in Exeter to encourage meeting new people and give them access to the popular trips that Age UK runs locally.

They also hold a raffle for a hamper of goodies which is very popular and bring cakes for the coffee morning.

"Tenants really appreciate the input from Age UK and the information they provide to make their lives easier and more interesting." Mears You don't have to live in older persons' accommodation to attend, so drop in for a chat!

Diary date

September 14 - Nelson Close -

Harvest Festival theme

December 14 - Faraday House -

Christmas theme

If you would like to attend and need more details about where these schemes are located contact Older Persons Property Support Officers on 01392 265338.

Healthy Lifestyle... Top 10

1. Keep Hydrated, drink more water

Water helps to clear our system and flush out the toxins. Some people even say that it helps to reduce weight. Maintaining hydration also has a profound influence on our vitality and energy levels, including mental alertness.

2. Get enough sleep

Sleep helps with mental and physical energy; optimal levels of sleep, about eight hours a night are linked with reduced risk of chronic disease and improved longevity. Lack of sleep can make you lose your concentration and feel tired and angry.

3. Stretch in the Morning!

Instead of snoozing in the morning, wake your body from sleep by stretching your back, your legs and your neck. It will wake your body from sleep. This increases blood flow to your muscles, providing an extra shot of oxygen and preparing them for a new day.

4. Snack the Healthy Way

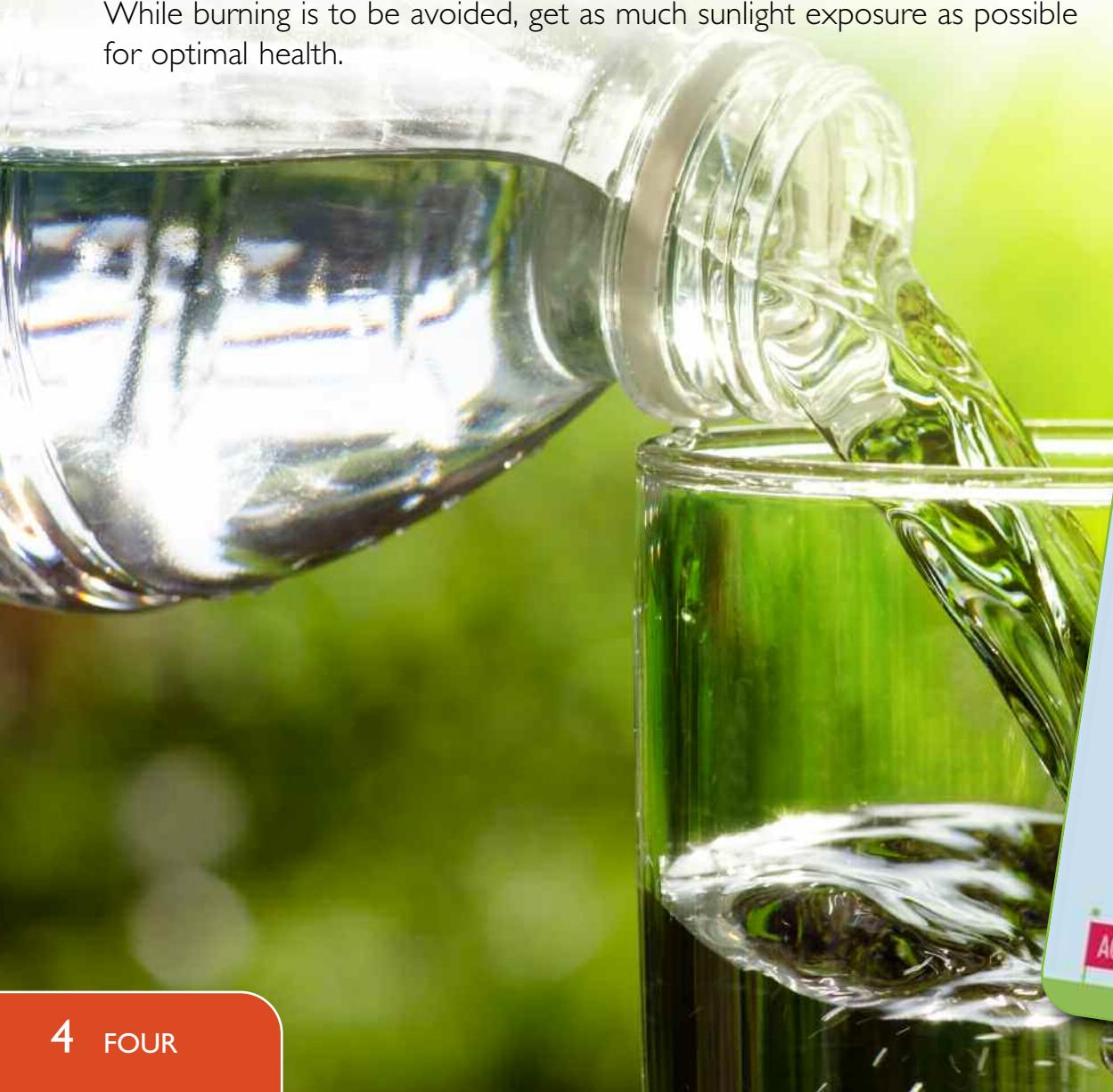
Crisps, salted nuts, pizza, sweets, biscuits and other so called fast foods contain lots of fat, salt, sugar that are unhealthy for your body. Choose raw nuts, fresh fruits or berries instead, they are rich in vitamins and minerals.

5. Walk regularly

Walking is associated with a variety of benefits for the body and the brain, reducing the risk of chronic diseases, reducing anxiety and has mood-enhancing effects. Aim for a total of about 30 minutes of brisk walking every day if you can.

6. Get plenty of sunlight ...

Sunlight, and the vitamin D this can make in the skin, has many benefits for the body including a reduced risk of several forms of cancer, heart disease, multiple sclerosis and osteoporosis, as well as improved immune function. While burning is to be avoided, get as much sunlight exposure as possible for optimal health.



7. Practise random acts of kindness

Random acts of kindness are good for givers and receivers alike. It could be a quick call or text to someone you care about or have lost touch with, or showing a fellow motorist some consideration, or giving up your seat on a train or bus, or buying someone lunch or giving a spontaneous bunch of flowers.

8. Increase your circle of friends

Research shows that lonely people are more likely to become ill and die younger. People who have no friends are more stressed, depressed and often less physically active.

9. Find New Activities!

Finding a new activity that you enjoy involving your family and friends such as hiking, team sports or riding a bicycle can reduce stress. You'll also start meeting people who have the same interests as you and make some new friends.

10. Love Your Life!

Relax! In this day and age we often find ourselves chasing an ever-growing list of goals, many of which can be material. Spend more time focusing not on what you don't have, but on what you do have. Lift your mood by giving thanks for anything from our friends and family to a beautiful landscape or sunset. Don't get nervous and angry because of the trivial things. Don't be too serious. Smile, love others, and always look on the bright side of life. Happy people live longer.

GREAT DREAM

Ten keys to happier living

- GIVING** Do things for others
- RELATING** Connect with people
- EXERCISING** Take care of your body
- APPRECIATING** Notice the world around
- TRYING OUT** Keep learning new things
- DIRECTION** Have goals to look forward to
- RESILIENCE** Find ways to bounce back
- EMOTION** Take a positive approach
- ACCEPTANCE** Be comfortable with who you are
- MEANING** Be part of something bigger

Tips for a Healthier Lifestyle

Go for a walk this autumn – the benefits will surprise you

Autumn is a beautiful season and can be surprisingly mild nowadays so why not go for a walk. Exercising outdoors is linked to reducing stress, with fresh air releasing serotonin, the 'feel good' chemical.

Exeter's parks and open spaces offer a host of ways to help improve your health and fitness.

Here are your top reasons to get outdoors

- The changing outdoor environment helps to build strength and resilience as the body adapts
- Wind resistance increases calories burnt
- Exercising outdoors is a great way to meet your community
- Exercising outdoors increases energy, reduces tension and you'll get to visit and love your outdoor spaces!

**Get Active visit
www.activedevon.org**

Active Devon is a community focused, not for profit organisation inspiring and supporting the people of Devon to lead active lifestyles, whether that's getting active for the first time or staying active throughout their lives.



Look after your mental health

If you're living with a mental health problem, taking steps to look after your mental health can help you improve your wellbeing.

Tell people what helps. If certain treatments have helped in the past, tell your doctor. Let

your friends and family know how they can support you, whether it's listening to you when you're having a bad day, helping you keep on top of your commitments, or being aware of your triggers.

Spot your early warning signs. If you can, try to be aware of how you're feeling, and if you can spot any signs you might be becoming unwell. These will be individual to you, but it can be useful to reflect on what these may be so you can get support for your mental health problem as soon as possible.

Keep a mood diary. Tracking your moods can help you to work out what positively and negatively affects your mental wellbeing. You can then take steps to avoid, change or prepare for negative situations. You can create your own mood diary or try one available online such as www.moodpanda.com.

Build your self-esteem. Increasing your self-esteem can help you to feel more confident and able to challenge adversity.

Combat Stress

You don't need a holiday, a spa weekend or posh gym to combat stress. These stress-relieving tips can help you relax in less than 15 minutes.

Meditate

A few minutes of meditation a day can help ease anxiety. Research suggests that daily meditation may alter the brain's neural pathways, making you more resilient to stress.

So - Sit up straight with both feet on the floor. Close your eyes. Focus your attention on reciting - out loud or silently - a positive mantra such as "I feel at peace" or "I love myself." Place one hand on your belly to sync the mantra with your breaths. Let any distracting thoughts float by like clouds.

Breathe Deeply

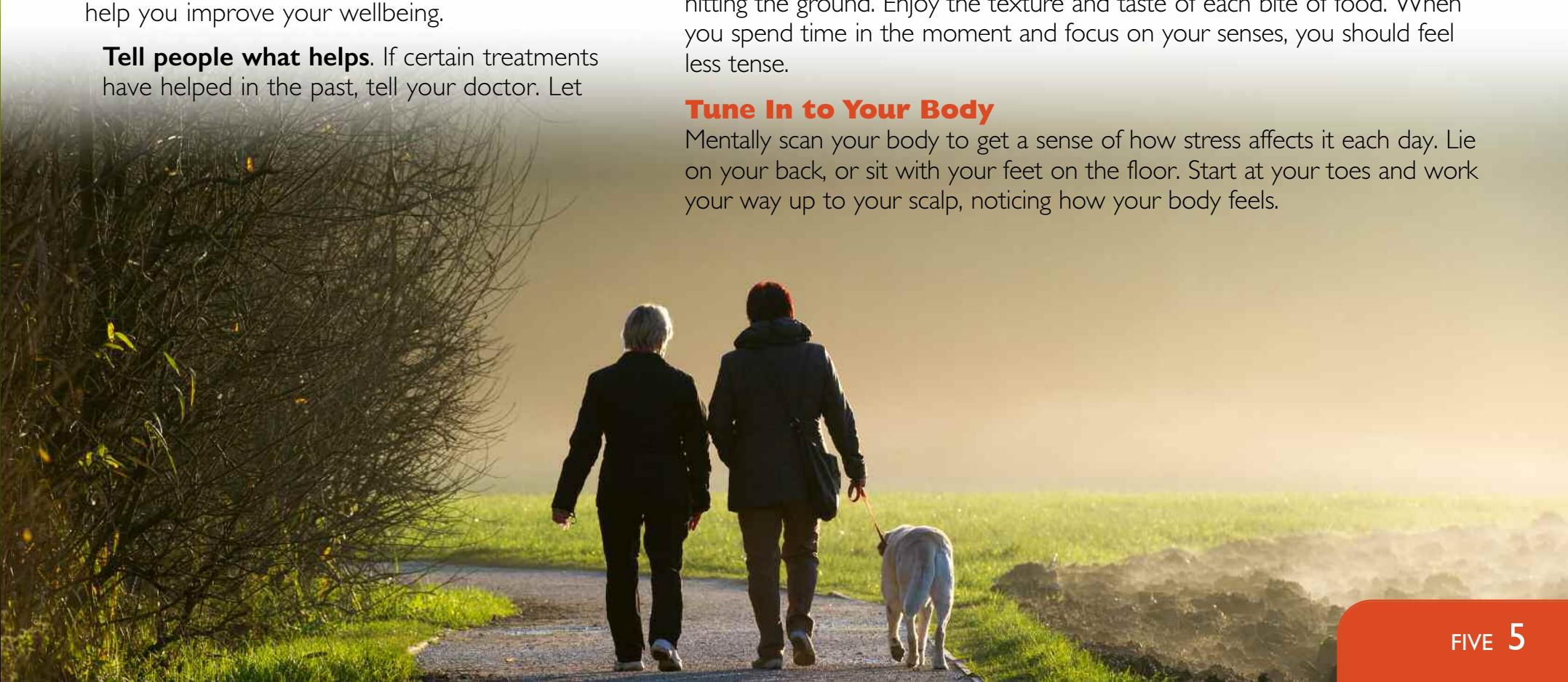
Take a 5-minute break and focus on your breathing. Sit up straight, eyes closed, with a hand on your belly. Slowly inhale through your nose, feeling the breath start in your abdomen and work its way to the top of your head. Reverse the process as you exhale through your mouth. Deep breathing counters the effects of stress by slowing the heart rate and lowering blood pressure.

Slow down

Take 5 minutes and focus on only one behavior with awareness. Notice how the air feels on your face when you're walking and how your feet feel hitting the ground. Enjoy the texture and taste of each bite of food. When you spend time in the moment and focus on your senses, you should feel less tense.

Tune In to Your Body

Mentally scan your body to get a sense of how stress affects it each day. Lie on your back, or sit with your feet on the floor. Start at your toes and work your way up to your scalp, noticing how your body feels.



The nation is still reeling from the tragic fire at Grenfell Tower in London

Ian Miles, Health, Safety and Compliance Lead, reassures residents on the safety of ECC accommodation.

The dreadful fire at Grenfell Tower reminded me just how quickly fire can spread, even in this modern age, and how deadly smoke can be when it gets into an escape route. If asked, most people will be able to tell you that 'smoke is the biggest killer' but they don't always appreciate why. Smoke blinds you, has less oxygen, restricts the airways and is toxic. This is borne out by what some Grenfell survivors said after the fire. Smoke hampered them from the moment they stepped out of their front door; their ability to think clearly was diminished, the familiar was now unfamiliar, some didn't escape as a consequence.

Of course only a detailed forensic examination of the building and the forthcoming public enquiry will produce the definitive answers needed to review current regulations and guidance. Whilst the cause, reason for the rapid spread externally and smoke clogging of the escape routes still have to be confirmed, simple observation points to the cladding as one primary factor.

Exeter - one step ahead

- Fortunately, none of our blocks of flats have this sort of cladding and all our blocks have been fire risk assessed.
- We are most of the way through a fire door upgrade programme and residents may have noticed refreshed fire signage (ongoing) and the fire proofing of doors and panels within escape routes.
- We have over 400 fire risk assessments covering all of our blocks with recommendations we are working through. It's a big project which will take some time but we started a while ago by addressing the highest risks and won't stop until we have done as much as we can.



Grenfell Tower photo: C. Hoyer / Shutterstock.com

Obstacles to Escape Routes

One of the biggest risk factors is also the most often reported – obstacles and combustible items being placed or stored in escape routes. An escape route starts at your front door and ends when you get outside. Even small items such as door mats can trip you and produce copious amounts of toxic smoke.

Our Fire Risk Assessor, Housing Officers and Works Surveyors frequently come across carpets, dumped furniture, elaborate adornments and mobility scooters being charged. We recently had a fire on a stairwell landing which formed part of an escape route – the very thing you need if you have to get out because of a fire – because a piece of furniture had been left there and caught fire, most probably by a discarded cigarette or arson. We do contact people to remove the more serious obstacles if we know who they are but really, the whole escape route should be clear and empty.



The dreadful disaster at Grenfell Tower reminds us all that even today, fire is still a real risk. The findings and recommendation of the public enquiry will hopefully ensure some good comes out of the bitter ashes. But we can all act now to make our lives a little safer.

Fire safety checklist

Ian has provided some common-sense steps you can take to avoid a fire and be ready in case this happens. These are all based on official guidance, published advice from fire services and talking to the Devon and Somerset Fire and Rescue Service. Why not cut them out and keep them as a ready reference?

Fire Safety in your home...

General precautions

- ✓ Keep communal fire doors shut – they delay the spread of heat and smoke
- ✗ Never leave cooking unattended
- ✓ Switch all electrical items off when you go to bed (except essentials like the fridge/freezer)
- ✓ Make sure any cigarettes or smoking materials are fully extinguished
- ✓ Keep doors closed for rooms not in use
- ✓ Throw away or replace any damaged electrical equipment, wiring or cables
- ✓ We provide smoke alarms. Although these are periodically tested by us we recommend tenants test them themselves at least monthly
- ✓ Devon and Somerset Fire and Rescue Service provide a free home fire safety check. Make the call! Dial **0800 0502 999** to speak to an advisor
- ✓ They also have some great advice on their website, visit www.dsfire.gov.uk/yoursafety/safetyinthehome.

And, if you live in a block of flats

- ✓ Keep your escape route clear - from your front door to the outside:
- ✗ Combustible and flammable items can ignite creating heat and toxic smoke
- ✗ Even small objects can create obstacles and trip hazards preventing your escape or hindering rescue
- ✗ Never charge or power items in the escape route – things like mobility scooters are sources of ignition and are also obstacles
- ✓ Make a plan and practise the escape route with any one you live with – it's usually your normal way in and out
- ✓ Check to see if there is another way out just in case the primary escape route is impassable. For example, you may be able to escape via a linked balcony. Your Housing Officer can provide more information on request.

If you DON'T live in a block of flats and there is a fire in your home

- ✓ Get out and stay out making sure you close your front door behind you
- ✓ Call **999** and ask for the fire service
- ✓ Stay outside a safe distance away until the fire service tell you it is safe to go back in.

If you DO live in a block of flats and there is a fire in your home

- ✓ Get out and stay out making sure you close your front door behind you
- ✓ Activate the fire alarm (if there is one and you can do so safely)
- ✗ Do not use the lift (if appropriate to your block) – you could become trapped
- ✓ Go to the assembly point (if one has been designated)
- ✓ Call **999** and ask for the fire service
- ✓ Stay outside a safe distance away until the fire service tell you it is safe to go back in.

If there's a fire in another part of the building

- ✓ It is probably safest to stay in your flat unless you have reason to believe it would be unsafe to do so
- ✓ Individual flats should be safe for 30-60 minutes while the fire service extinguish the fire.

If you decide to stay in your flat

- ✓ Call **999** and ask for the fire service
- ✓ Use wet towels or sheets to fill gaps around doors and seal out smoke
- ✓ Smoke rises, so stay low
- ✓ If there is no smoke outside, open a window slightly to let smoke out but try to avoid breaking the window as you might need to close it later.

If you are not in your flat but elsewhere in the building

- ✓ Activate the fire alarm (if there is one and you can do so safely)
- ✗ Do not use the lift (if appropriate to your block) – you could become trapped
- ✓ Go to the assembly point (if one has been designated)
- ✓ Call **999** and ask for the fire service
- ✓ Stay outside a safe distance away until the fire service tell you it is safe to go back in.

Ian Miles

Health, Safety and Compliance Lead, Housing
email:ian.miles@exeter.gov.uk

A brief history of Shilhay, home to many ECC tenants

Until the 9th Century the area now known as Shilhay or Commercial Road was largely a sand, gravel and mud covered bank with reeds, on the east bank of the Exe below the city wall.

The Saxons built leats to drain the land and the area began to develop for industrial use. In 1471 the Exeter Guild of Weavers, Fullers and Shearmen was given a plot of land in Fore Street by William and Cecilia Bowden. The Guild regulated the woollen cloth trade in Exeter, which made the City (and Devon) wealthy and a centre for international trade. The land was raised and at one point there were 20 waterwheels in the area, providing power for mills. The woollen cloth trade thrived from the 1430s until the end of the 18th century; at times making Exeter the third richest city in the country. By the 16th Century the area was known as 'The Shellye'.

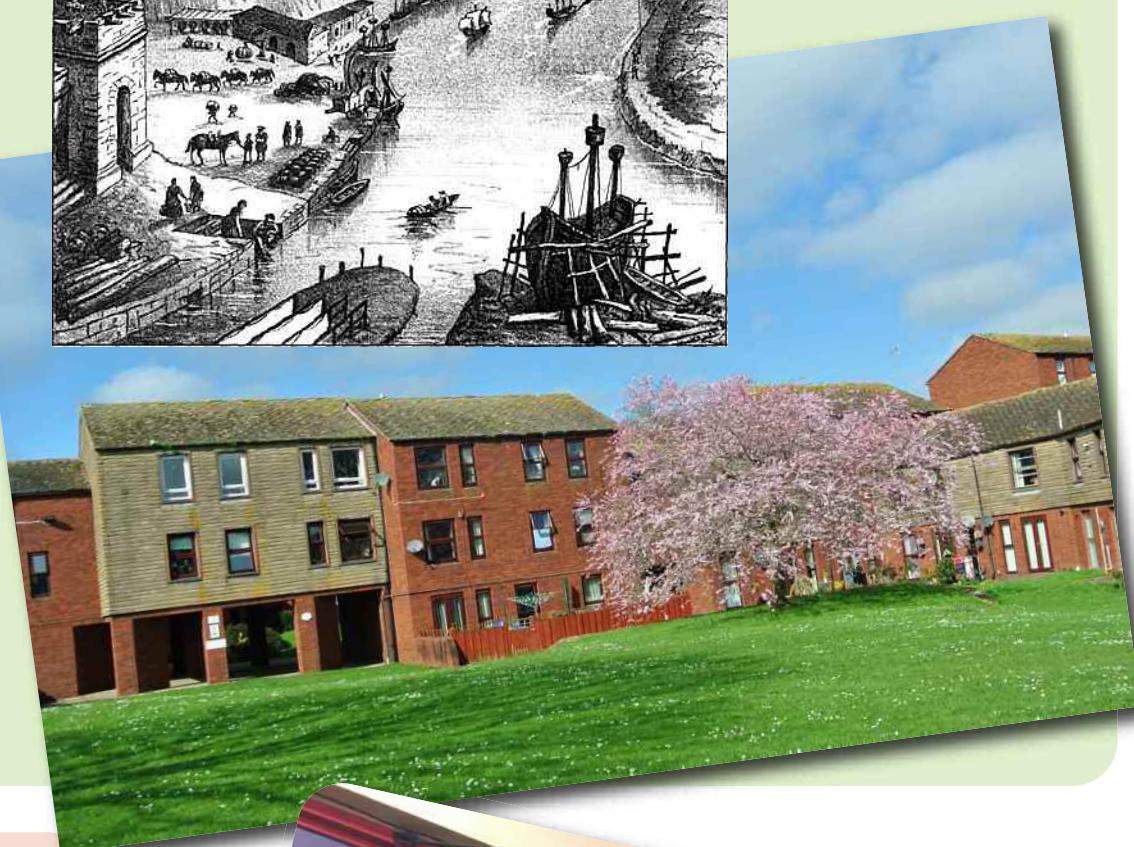
The site of the current estate was originally used as a 'rackfield' or area for drying cloth on tenterhooks. Tenterhooks were L shaped, about 5cm long with a pointed long side. The area was, until the land was raised, prone to flooding and there are historic reports of cloth being carried away downstream by floodwater!

The modern estate was designed as the result of a competition run by the Secretary of State for the environment and the Royal Institution of British Architects. The winning architects were Marshman, a highly suitable name and Warren and Taylor. Building work began in 1979. It was referred to after

its completion as 'well designed and successfully relates to the existing area.' The 150 homes were built around courtyards and named after woollen trades: Weaver, Dyer, Teazle and Shearman.

Today the estate is undergoing a complete makeover, roofs are being renewed and external wall tiles are being replaced. Activities for the residents of the Older Persons' Housing take place in the community room in Weavers' Court, including a Goldies 'Sing & Smile' session on the first Tuesday morning of every month, 11am-12 noon.

Historical Source: www.exetermemories.co.uk/em/_areas/shilhay.php



Food Cycle tackling food poverty and social isolation

We have been contacted by Foodcycle who are a national charity that seeks to tackle food poverty and social isolation in local communities, through providing free community meals made from food surplus. The goal being to bring people together and strengthen communities.

They have a project running in Exeter in Wonford. The community meal runs from the Wonford Community Centre (Burnthouse Lane, Wonford), Tuesday nights, 6pm. Everyone is invited to a free, three-course, vegetarian meal cooked by volunteers using food surplus.

Below is a link to our hub information page:
<http://www.foodcycle.org.uk/location/exeter-hub/>

For further details please contact the Hub Leader, Ali Skellon - exeter@foodcycle.org.uk



Goldies in Exeter

Goldies was launched last December in the Guildhall. Since then we have held 'Sing & Smile' sessions across the City which have been really well attended. They are led by a talented session leader, Mark Hansford. In the sessions you get to sing along to very familiar and popular songs from the 50s, 60s and 70s and then get a cup of tea or coffee afterwards. It's a chance to socialise and get to know your neighbours too. The photo shows the participants at one of the first sessions at Weavers' Court. If you'd like to know where your nearest Goldies session is being held, please contact Sarah Hemming **01392 265766** or email sarah.hemming@exeter.gov.uk

Introducing 
Mark Hansford
our Exeter Session Leader

We welcome Mark Hansford as our Session Leader in Exeter taking the daytime session and driving "Goldies" forward across Exeter and Devon in the months ahead. A professional singer, Mark has performed solo on stage and concert platforms across the UK and Europe.

He studied at Trinity College of Music for 3 years and was awarded a postgraduate performance certificate for voice with special study in Speech Therapy. He then trained on "The Knack," an intensive programme under the celebrated Baylis Programme at English National Opera.

Mark is married with a young child and read about Goldies and its work with older people. "I was very impressed to discover the amazing progress and the way that the charity had grown in such a small time, led of course by its founder Grenville Jones."

"I am delighted to be part of the growing team as Goldies spreads into Exeter and Devon and look forward to meeting many new friends through our daytime fun singalongs."

Call Goldies on 01761 470006

Goldies Sing & Smile UK
Come and sing-a-long to the popular hits of the 50s onwards
COME AND JOIN US
Sing & Smile
WE'RE TAKING OFF IN EXETER
WE ARE NOT A CHOIR
At our Goldies sessions, fun singalongs to popular hits of the 50s and onwards are for everyone!
www.golden-oldies.org.uk
In partnership with Exeter City Council



Chair Yoga at Grandisson Court proves popular with residents

Chair Yoga at Grandisson Court proves popular with residents

Yoga can improve your flexibility, balance, strength and coordination.

Reaching those later years in your life where less is required of us physically, it is very easy to slip into habits that may inhibit us from fulfilling routine tasks.

Yoga is an ancient form of exercise that includes breath control, simple meditation and the adoption of specific body postures that focus on building strength, flexibility and concentration in order to boost physical and mental well-being.



Yoga class at Grandisson Court

Yoga comes under government guidelines as, 'an exercise used as a preventative practice for older adults at risk of falls.' There is also increasing evidence that regular yoga practice is beneficial for those of us with high blood pressure, heart disease, aches and pains and stress.

At Grandisson Court, there is a regular yoga class attended by 4-7 participants, all with a sense of humour and the ability to laugh at themselves.

Here's what the participants say about the classes

"The class makes me appreciate what I have got."

"Yoga helps me relax."

"I feel calmer. My mood changes for the better."

"Yoga makes me more aware of my body and my breathing and I can just concentrate on myself, which feels really good."

Andrea Durant teaches the yoga classes, she has 30 years' experience of teaching yoga. She told InSight, "**I have been a yoga instructor for many years and the experience of now being an elder myself at 67 years, helps me to know how important it is to exercise in our mature years and I know how good it feels! I am hoping we can achieve something together.**"

Andrea advises people to come dressed comfortably and says there is no need to bring your own chair! The more the merrier!

The classes take place in the common room of Grandisson Court every Thursday afternoon between 3pm and 4pm.

Remember these activities are open to all older people, not just tenants living in older person's accommodation.

Your Comments - keep them coming...

We love hearing from any resident with positive comments about the service you have received. It really encourages and inspires the housing teams to know our service is being received favourably. Here are some of the compliments we received recently:

- “I found the person on the phone very sympathetic.”
- “Thank you for your patience with my enquiry.”
- “Your operatives got to my property very promptly to help me.”
- “The teams pulled together, resolved the issue quickly and kept me informed throughout.”

If you have a compliment to make about our service, please do let us know!

Equally, we realise that sometimes we fall short of the service we provide, and when this happens you can rest assured your complaint will be taken seriously.

We receive complaints from residents about a wide range of issues including:

- The quality of work by our contractors
- Concerns about the customer service received
- The time it has taken for repairs to be completed
- Issues to do with outside spaces.

When a complaint is received into the office, we firstly acknowledge this with the complainant. This is then investigated thoroughly by the relevant officer. We operate a 15 day working deadline for any complaints that are received, and where possible we hope to seek a resolution before this time.

We are always keen to learn lessons from complaints to avoid problems arising in the future.

You can send in your complaints or compliments through our website, email, via telephone, letter or in person by visiting the Civic Centre. You can also fill in the form in InSight and send it to us.

We are always looking to improve our complaints reporting process. If you have previously submitted a complaint to us, you might be receiving a phone call from me to carry out a Satisfaction Survey. If you have any suggestions about how we can improve the reporting process do let me know, or if you wish to pass on any compliments to the team about how the complaint was handled.

Whether submitting a complaint or compliment, be sure to know we will listen to you and where appropriate we will investigate accordingly.

Jason Ham,
Housing Complaints Co-ordinator

Comments & Compliments

FREEPOST CUSTOMER COMMENTS AND COMPLIMENTS

What are we getting right?

What are we doing wrong?

How can we improve?

We need your help, have YOU got any bright ideas?

Help us to identify areas where we can improve the service we provide. If you have any comments to make about the service you receive or wish to express a view about an article in this newsletter, why not write in and let us know.

The points I would like to raise are:-
(continue on a separate sheet if necessary)

Name:

Address:

Telephone:

Email:

Cut out and return this form to:

**Jason Ham, Housing Complaints Co-ordinator
FREEPOST EX132, Exeter City Council, Paris Street, Exeter EX1 1RJ
or email your comments to housing.complaints@exeter.gov.uk**

Whether sending in a complaint, a compliment or a comment about our service, you can be sure that we read all of your feedback and try to act on it accordingly. You can communicate to us via telephone, email, on our website, or in person by visiting the Civic Centre.

You can contact Jason Ham on 01392 265376 or housing.complaints@exeter.gov.uk

We will publish some of your customer comments and compliments in future issues of InSight.

FUN FACTS

Bug spray doesn't repel mosquitoes;

it masks your body odor with a new scent that female mosquitoes dislike.



China owns every giant panda in the world.

The popular "**Keep Calm and Carry On**" slogan was originally created by the British government as a form of propaganda to motivate citizens to stay strong during World War II.

And finally...

Elephants can't jump. They're simply too heavy!

Plum, Chocolate and Hazelnut Cake

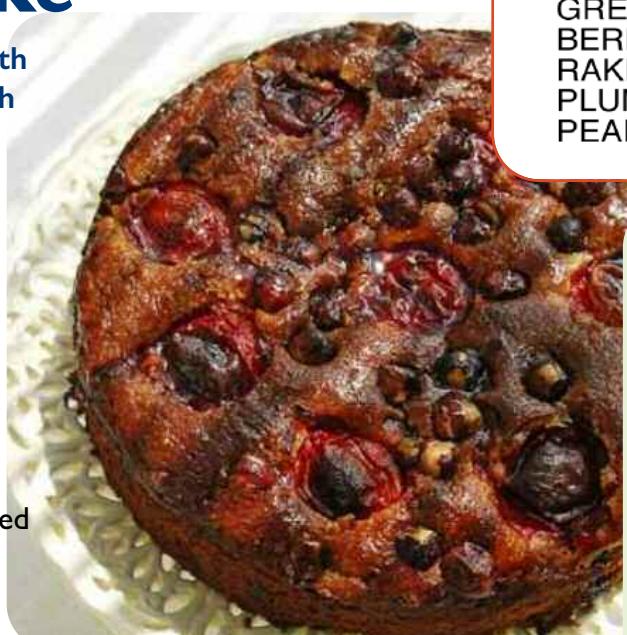
Our autumn recipe is a moist cake made with a mix of seasonal ingredients. Delicious with tea and coffee and a cheeky scoop of vanilla ice cream. Enjoy!

175g butter
500g plums
175g light muscovado sugar
175g self-raising flour
175g ground hazelnuts
3 eggs
1 tsp baking powder
50g dark chocolate (70 per cent cocoa), chopped
2 tbsp ground hazelnuts
2 tbsp redcurrant, damson or plum jam

Heat oven to 180C/fan 160C/gas 4. Butter and line the base of a round 20cm cake tin. Halve and stone 4 plums, set aside for later, then roughly chop the remaining plums.

Put the sugar, butter, flour, ground hazelnuts, eggs and baking powder into a large bowl and beat with a wooden spoon or electric hand mixer for 1-2 mins, until smooth and light. Stir in the chopped plums and chocolate, then tip into the prepared cake tin and smooth the top. Arrange the halved plums over the top of the mixture, pressing them down lightly, then scatter over hazelnuts. Bake for 40-50 mins until the top is golden and the cake feels firm to the touch.

Cool in the tin for 10 mins, then turn out, remove the paper and cool on a wire rack. Heat the jam, then brush over the top of the cake before serving.



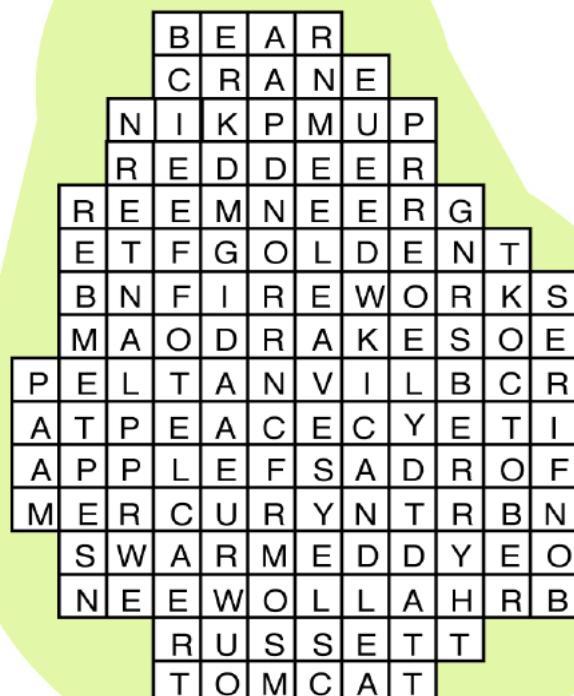
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and win £20 of high street vouchers

If you have a favourite recipe you would like to share with other readers please send it to Sarah Hemming at Exeter City Council, FREEPOST EX132, Civic Centre, Exeter EX1 1RQ or email: sarah.hemming@exeter.gov.uk

Autumn Wordsearch



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RUSSET
GREEN
BERRY
RAKE
PLUM
PEAR

PUMPKIN
OCTOBER
SEPTEMBER
FIREWORKS
HALLOWEEN
TREACLE TOFFEE

APPLE
LEAVES
CANDLE
GOLDEN
BONFIRE
LANTERN

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Please cut out your entry and fill in your details on the form provided. This competition is open to all residents and leaseholders of Exeter City Council. **Jane Norton, Housing Assistant, Exeter City Council, FREEPOST EX132, Civic Centre, Exeter EX1 1RQ before Wednesday 25 October 2017.**

NAME: _____

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