

# RESIDENTS' VOICE

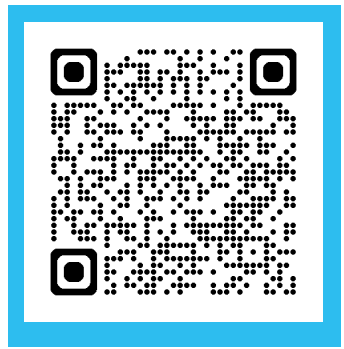
## NEWSLETTER



### GET INVOLVED FROM HOME

Your new **Resident Engagement Hub** is now live online and you can get involved from the comfort of your home. Share your views on policies that affect you, review how the hub looks and how it can be improved. In the hub you will be able to complete surveys and receive news updates, view the latest Housing Matters magazine and so much more. You can sign up to join this platform by visiting -

[www.residentengagementhub.commonplace.is](http://www.residentengagementhub.commonplace.is)



### INVOLVEMENT UPDATE



The **Resident and Leaseholder Panel** have made improvements to the pack of information that new tenants get when they sign up to a property including guidance on using heating systems and making sure that the officers that sign up new tenants advertise the ways people can get involved. They are also looking at creating an estate champion role. If you would like more information about this get in touch.



**The Repairs and Maintenance panel** have created a survey to gather information from anyone who has a repair done to their property. The panel will look at this feedback to find trends and suggest ways to improve the Repairs service. If you have had a repair in the last 12 months complete the short survey on the Resident Engagement hub advertised above.



Since January **The Housing Complaints Support Panel** have studied 7 complaints, and the responses those complaints received. They've interviewed the Housing Performance Lead, the Complaints Surveyor and a Repairs Advisor. Their feedback will go to Housing Review Board at the end of the year.

# MYSTERY SHOPPER MAKERS: JOIN THE TEAM BEHIND THE SCENES

We are inviting tenants to help to build our new Mystery Shopper programme. A unique opportunity to build a new procedure from the beginning to help shape and improve the services provided by EDDC Housing.

As a member of the Mystery Shopper programme building team, you will work with housing officers to create and trial a process which is customer focused and makes clear where the service is being delivered well and where change is needed.

We expect programme building to take approximately 6 months, with a monthly meeting and correspondence between meetings to keep things moving forward. After the programme launch we would expect to meet every 3 months to analyse the data and feed the results back to the relevant Housing teams. No experience is needed – we will provide training and guidance at every step of the way so you can feel confident that your input will make a positive impact. If you care about good customer service and would like to make a difference we'd love to hear from you.



## TECH SUPPORT

There is an opportunity for you to get free support and help, building your confidence with technology.

We are running the digital confidence sessions for October and November.

**10am** workshops covering various topics like using apps, technology demos, safety tips, and more.

**12.30pm** Bring your own device for mentoring sessions or just come for a cuppa to get familiar with technology.

All sessions are **FREE** with refreshments provided.

**Exmouth** 1st Tuesday of each month  
at Exmouth Town Hall, EX8 1AW

**Sidmouth** 3rd Tuesday of each month  
at Lymebourne Community Centre, EX10 9HZ

## ARE YOU A BIG PICTURE THINKER?

Want to help improve housing services? Our Scrutiny Panel dives into key topics like voids, communication, and tenant support - looking at what's working and what could be better. You'll work with others to explore issues, ask questions, and suggest changes that go straight to the decision makers and service leads.

It's a great way to make a difference, learn how things work, and ensure tenants' voices are heard. Curious minds welcome!



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