

RESIDENTS' VOICE

NEWSLETTER

Tenants' Festival

2024

THANK YOU TO YOU

We would like to take this opportunity to thank those of you who were involved in the planning and preparation of this year's Tenants' Festival. It was amazing to see your ideas come to life with workshops, story corners, recognition awards and a fun atmosphere for all. over 80 tenants enjoyed the day despite the weather. We are looking forward to planning next year with you all.



INVOLVEMENT UPDATE



The **Tenant Scrutiny Panel** are working on a detailed review of the void process which properties go through when they become empty. They have studied relevant legislation, EDDC policies and processes, surveyed new tenants to hear their views on their new homes, and are now going out on site with the Voids Manager to see for themselves the work that takes place to bring an empty property back into use. Their report, outlining their findings and recommendations will follow.

The Housing Complaints Support Panel have re-defined their role in light of recent changes made by The Housing Ombudsman and the new Social Housing Bill. They are now working closely alongside the Performance Management Team to monitor and improve the ways in which Housing Complaints are handled.

NEW PANEL NEEDS YOU!

Where?

**Exmouth Town Hall
Exmouth
EX8 1AW**

When?

10th September



**Arrivals 1.30pm
Meeting 2pm - 4pm**

We are seeking individuals to join the new '**Resident and Leaseholder Panel**'. This panel will provide input on proposed strategies, policies, standards, and service delivery changes within the housing sector. The insights gathered from these discussions will play a significant role in shaping the decisions ahead.

If you are interested in getting involved with this group please get in touch with the Communities team using the information at the bottom of the page.



TECH SUPPORT

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

We are running monthly digital confidence sessions offering

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 Ratcliffe House, Burnside, EX8 3AQ

Axminster 3rd Tuesday of each month
at Millwey Community Centre, EX14 5EX

RESIDENT INVOLVEMENT MONITORING GROUP

The Resident Involvement Monitoring group (RIMG) are looking for new members to assist with their refreshed role in reviewing how the Communities team engage with tenants and how the resident involvement strategy is implemented.

The strategy can be found online: www.eastdevon.gov.uk/resident-involvement-strategy/index.htm

If you would like to join this group get in touch.



www.eastdevon.gov.uk



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Communities team

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