

The logo for WDH (West Devon Housing) is displayed in white lowercase letters within a white curved swoosh on a purple background.

On Your Street 2022

Supporting tenants

Thank you for speaking to us

If we missed you, don't worry, you can still take part in our WDH On Your Street survey by answering a few questions online.

You can:

- use your smartphone's camera to scan this code. It will take you straight to the survey;
- visit www.wdh.co.uk/onyourstreetsurvey online; or
- if you would prefer to speak to a member of our team in person, request a visit by emailing wdhonyourstreet@wdh.co.uk

Take a look inside to learn more about how we can help you.

wdh.co.uk



Scan to visit
the survey online

If you need this brochure in other languages or formats scan the QR code below and use the ReciteMe tool.





On Your Street 2022

We have been out and about on your street, reconnecting with our customers and listening to all the things that are important to you, your family and your neighbourhood.

This is your chance to tell us what you love about where you live and how we can support you to live in a confident community.

After filling in our WDH On Your Street survey, if you'd like to get more involved in shaping how WDH works, scan the QR code or visit www.wdh.co.uk/getinvolved to see all the ways you can contribute to making WDH work for you and others.



“I’ve got a full-time job, thanks to the Foundation Grant”

The WDH Foundation Grant is an award of up to £1,500 that you do not have to pay back to help with educational support, or to improve your career prospects.

If you are aged 16 or over and registered as living in a WDH property, you can apply for up to £1,500 every three years to help with training courses, equipment, identification, childcare or to buy a monthly bus pass to travel to college.

John from Castleford was a part time cleaner but wanted to gain full time employment for job security. Hear how the WDH Foundation Grant helped him take his forklift refresher license test and get a full time job.

Craig from Airedale made his dream of becoming a business owner a reality with the help of the grant. Scan the QR code to the right to watch Craig and John’s stories.

To learn more, scan the QR code or search ‘wdh foundation grant’ online.



Learn about the Foundation Grant



Scan to watch the videos

Get experience and get paid

It’s difficult to find work if you’re missing the one thing many employers ask for – experience.

If you are unemployed, over 18 and live in a WDH property, we can help you get the experience you need to find a job.

Our Training for Employment programme is a 12-month paid placement. Not only will you gain the qualifications and experience needed to help you find work, it can also help boost your confidence.

“Once I completed the programme, I gained more confidence and felt like a different person. Being part of the programme has improved my life. I have gained full time, permanent employment and I have bought a car to help my family. I have joined a darts and dominoes team and made new friends too. I would really recommend this programme. The team leaders are friendly and you get all the support you need.”

Training for Employment participant.

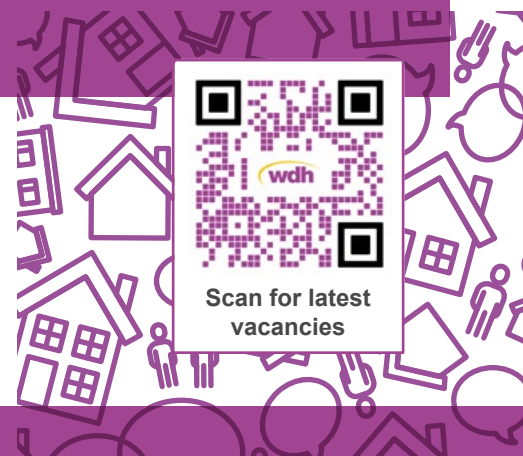
To learn more about the programme, contact the Community Employment team by calling 01977 788825 or search ‘WDH Training for Employment’ online.



Scan for more information

Build your career at WDH

Considered a job with WDH? If you want to help make a difference in our communities and get paid for it, we are always looking for great people to join us. Take a look at our website for the latest jobs and opportunities.



Planting more trees

We understand how important outside spaces can be for wellbeing, as well as making where you live look nice.

Access to green spaces and the outdoors can also bring communities together, improving physical and mental wellbeing and helping us reconnect with nature.

That's why we have planted over 2,000 trees since October 2021 to help reduce noise and air pollution and encourage more wildlife.

If you'd like to get involved with local tree planting schemes in your area, let us know by emailing tenants@wdh.co.uk



Maintaining your green spaces

Our grounds maintenance contractor, Tivoli, is responsible for maintaining the green spaces in your neighbourhoods. Tivoli cut grass, remove weeds, trim hedges, look after shrub beds and keep local environments tidy for WDH residents to enjoy.

If you would like to feedback on the green spaces in your neighbourhood, let us know by calling OneCALL on **0345 8 507 507 or emailing onecall@wdh.co.uk**



Fund available for customers facing hardship and financial worries.

In 2021 we helped over 800 households access £500,000 to support them through extremely difficult circumstances with our Hardship Scheme.

If you owe money on your rent due to suffering extreme hardship, or are being impacted by Universal Credit, we may be able to help.

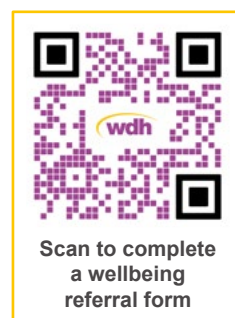
This grant can also help customers who are under occupying a home but are unable to move to a smaller home due to rent arrears.

If you think you could benefit from our Hardship Scheme, email CDT@wdh.co.uk or call 01977 724464 for more information.

If worrying about your finances is affecting your mental health and wellbeing, visit www.wdh.co.uk/wellbeingreferral to complete a referral form. Our team will then get in touch to see how we can support you.

“The WDH Hardship Scheme helped me clear my rent arrears. Not having any arrears in rent meant that I could apply for a WDH Foundation Grant and train as a plant operator. I have gained all my qualifications and am now working in a more stable job.

“Without the help of the WDH Hardship Scheme I have no idea where I would be today. It has totally changed the lives of our family and I can't thank WDH enough. I would never have been able to afford the money to clear my arrears and make a career change without their help.”

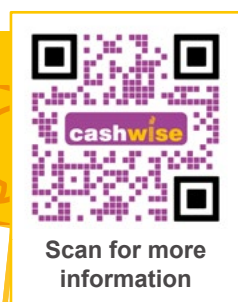


Help to manage the rising cost of living

Cash Wise is a free service providing face to face or online support to help you manage your household budget, address problem debts and access the right benefits and grants for you.

Cash Wise is open to all WDH customers. You can also find all sorts of tools to help you on our website, such as a budget calculator, information on how to save on energy, Council Tax support, advice on Universal Credit and how to cook healthy meals on a budget.

For friendly, one-to-one support from our Cash Wise team, scan the QR code, visit getcashwise.co.uk or call 01977 724 651 to get in touch.



cashwise

Need to report a repair?

The first step is to check our Repair and Maintenance Guide on our website, to find out which repairs we are responsible for and what you are responsible for. You can also take a look at our short 'how to' films to help you complete some of these common jobs around the house by logging into your online account.

Once you're sure we can help, you can report a repair by:

- logging in to your online account and following the instructions;
- calling OneCALL on 0345 8 507 507, 24 hours a day, every day; or
- visiting one of our Hubs.

If you need to report an emergency repair, or something that has an immediate health or safety risk to you, your home or your neighbours, please call OneCALL immediately. We aim to respond to emergency repairs within 24 hours.



"Lenny deserves top marks for the excellent work he has done on a repair in my flat."

"Mick was a gentleman and was very lovely and did an amazing job. I am very happy."

"Ben came out to do a repair in my property and did an absolutely fantastic job, he was polite and cleaned up after himself."

It's always nice to hear how we're doing. To share your compliments or complaints, call OneCALL on 0345 8 507 507 or email onecall@wdh.co.uk

Helping you live in your home, without disturbance.

Everyone has the right to live peacefully and quietly in their home and in their community.

Sometimes that peace and quiet is disturbed by a small group of people, making it difficult to live in your home without distress.

We want to help you get to the bottom of continuous nuisance and antisocial behaviour (ASB), so you can live in your home without worry.

There are some situations that can be annoying or inconvenient, such as noise from a one off party or BBQ, noises from babies crying or cooking smells. Sometimes the best way to address these issues is to have a chat with your neighbour. You can report frequent or more serious incidents to us or the Police.

For more information on examples of nuisance or ASB, visit www.wdh.co.uk/communitysafety

If you are experiencing behaviours which cause disturbance or distress, you can report it by:

- completing an ASB complaint form online by searching 'WDH ASB form';
- visiting our WDH Hubs; or
- calling OneCALL on 0345 8 507 507.



Stop mould in its tracks

Mould is not something anyone wants in their home. You can take a few steps to help stop mould growing on your walls and furniture.

Condensation is the number one cause of household problems with mould.

Condensation, or little water droplets on windows and surfaces, can cause bigger problems if left to settle, such as mould growth. This can become more of an issue as the temperature outside starts to drop.

For more information and tips on how to keep your home free of mould and condensation, log in to your customer account.

Don't let condensation settle: wipe it, open it, move it.

- **Wipe it:** wipe away any water or moisture you see on surfaces such as windows, walls or furniture.
- **Open it:** open a window when cooking or when taking a hot bath or shower to let the warm, moist air out. Keep air vents open on your windows and always use an extractor fan.
- **Move it:** move furniture and curtains away from walls and make sure air can circulate in your home so the moist air can escape.

Following these simple steps to keeping your house safe and dry means a healthy home for you and your family. It also helps to make sure you avoid any further repairs work that you may be charged for.

Dream of owning a new home?

Now you can, with Shared Ownership by WDH.

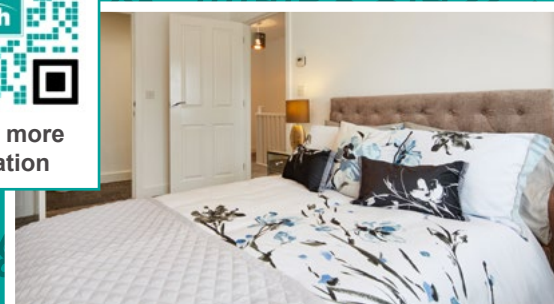
Shared Ownership by WDH could support you to own a brand new home.

Shared ownership is a national scheme that helps you get your foot on the property ladder by buying between 50% and 75% of your home and paying an affordable rent on the rest.

This means a smaller deposit, smaller mortgage repayments and the flexibility to increase your shares whenever you're ready, right up to 100%. To find out more about the scheme, scan the QR code.

To browse our available properties, visit www.wdh.co.uk/SharedOwnership

Follow us on Facebook or Twitter for the latest news and information or sign up to our monthly newsletter by email, WDH Online.



What about energy bills?

To help with increases in energy bills, the Sustainability team can refer eligible customers to the free Groundwork Green Doctor programme. Groundwork's Green Doctors are energy efficiency experts that visit people at home, helping households save money and stay warm and well. It's a free energy saving service and can be a crucial lifeline for many.

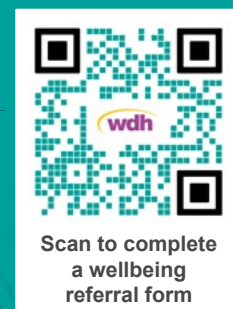
Get in touch with sustainability@wdh.co.uk to see if you are eligible for the service.

There are lots of different ways you can save energy at home, even a small change can make a difference and help with your bills. Here are a few things that can help:

- Turning your heating down by 1°C, can save you around £80 a year.
- Turn your heating off altogether, when the weather is warm.
- Don't leave things on standby, turn electrical items off at the plug to save on your electricity bill.
- Use energy saving light bulbs and make sure you switch them off when you're not in the room.

We understand that this is a particularly worrying time. If you feel like this is impacting on your mental health and wellbeing, don't suffer alone. Our Wellbeing team can help.

To get support, complete a referral form by scanning the QR code, or visit wdh.co.uk/wellbeingreferral



Our Love Where You Live Awards are back

Nominate someone you know who makes a positive difference to their community.

