Giving people of all ages...



MOTOR SHO - 1974



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An Exempt Charity. South Devon Rural Housing Association Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and The Homes and Communities Agency No. LH0920.











Autumn Newsletter

Inside this issue:

CEOs' Welcome Message I Care Home Manager's memorable walk for Alzheimer's I Guide to Fire Door safety | Chance to win a £25 Voucher | Complaints and Contents Insurance guidance | Job done as Brimhay project is delivered | Autumn Gardening Guide | Winter warmer recipe | Two pages of brain-teasing puzzles | Why not take a Walk on the Wild Side ..? Autumn 2023





www.totnesworkhub.co.uk.

Fire door keep shut





Despite another challenging year there's plenty to feel optimistic about

Welcome from SDR's Chief Executive, Christine Candlish

This issue of your newsletter is packed with useful information and advice, ranging from fire safety to contents insurance and from complaint handling to gardening, as well as news about what SDR and its people have been doing this year.

First, I'd like to commend our wonderful care home manager Jo Pammenter for her achievement in not only completing a gruelling 26 miles walk around part of the South Devon coast, but raising around £400 for the Alzheimer's Society. Congratulations to Jo and her sister for raising around £800 between them.

Challenges

It's been a year of challenges for us as a housing association and care provider:

- The economic environment in which people operate - whether as house-owners, renters, singles, couples or families - means we all face tough challenges every day. Those like us who run public services, businesses and charities face similar challenges - often on a larger scale.
- · Among a multitude of causes is the impact of a twoyear global pandemic, coupled with inflation and international conflicts, leading to rising costs in every walk of life.
- The sector where housing associations like SDR operate has also been hit by Government policies, with a cap on rents severely limiting our ability to ensure our charges keep pace with the rising costs of running our operation.
- An extra concern is a shortage of suitable applicants for employment – with health and social care sectors especially having problems filling vacancies to keep staffing levels where they should be. This has been an ongoing challenge for our Forder Lane House Care Home.

But there is always good news and reasons to feel positive about the future. In terms of progress made, SDR's Board and Management Team can look with huge satisfaction at the completion of our long-standing Brimhay project - see page 7 and 8. The final three market value homes have been sold and this ambitious project has been delivered; a fantastic result!

Feedback

But we are not resting on our laurels because as we all know, if you stand still, you fall behind. So we are currently working on important plans for the future.

Meanwhile, I'd encourage those tenants who haven't already done so to complete our survey form. It's useful feedback to help us improve our service to you and it's an important set of data for us to send to the Government's Regulator for Social Housing.

Not only that, but one lucky person will win our £25 Amazon voucher when all the entries have gone into the hat.

On a lighter note, there's a tasty seasonal recipe to try and a couple of extra pesky puzzles in this issue to get those little grey cells tingling, so I hope you enjoy of Coffee Break and Coffee Break Extra pages this time around.

JOB DONE, AS MULTI-FUNCTIONAL SDR PROJECT

Dozens of new homes on site

of 18 out-dated bungalows



Care home manager Jo completes memorable trek for dementia charity

26-MILE COASTAL ROUTE WAS A TOUGH TEST BUT WITH AN **£800 REWARD**

Care home manager lo Pammenter successfully completed the 'marathon' task of walking 26 miles along part of the South Devon coast on a warm late-summer day in September.

Afterwards lo admitted that the walk was a really tough test of stamina and of mental strength, as she and her physiotherapist sister Katie Vaile joined hundreds of other volunteers raising funds for the Alzheimer's Society's United Against dementia campaign.



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Dementia care is a subject close to lo's heart, especially as some of her charges at Forder Lane House suffer from the memory-sapping condition.

Below, two of Jo's fellow walkers with the stunning coastline in the background. Below, the bustling Brixham start and finish line.

PHOTOS COURTESY OF THE ALZHEIMER'S SOCIETY'S EVENT TEAM

LIFE OR DEATH: THE NEED TO RECOGNISE AND REPORT FAULTY FIRE DOORS

As a responsible landlord, owning and managing hundreds of properties, many of them with multiple rooms and numerous occupants, SDR takes very seriously the need to keep its tenants safe. One of the biggest threats in a building with multiple occupants is fire.

That's why we've teamed up with the organisers of this year's Fire Safety Door Week campaign to alert all our readers to the need for a zero tolerance attitude to fire safety and the vital protection offered by fire doors. Read on for some timely advice on the dos and don'ts of fire door safety. Things that you should and should not do – and how important it is to report any issues to us for urgent attention.

By Helen Hewitt, CEO of the British Woodworking Federation

In the event of a fire, fire doors play a vital role in helping to hold back the spread of fire and/or smoke.

This allows for a safe means of escape for building occupants while enabling the emergency services to enter the building.

However, they continue to be misused, left propped open or damaged, and these issues frequently go unreported. This needs to change.

Since its launch 10 years ago, Fire Door Safety Week has been crucial in raising awareness and addressing the ongoing misunderstanding of the vital role that fire doors play in keeping building occupants and their possessions safe.

WHEN IS A FIRE DOOR **NOT A FIRE DOOR?** WHEN YOU LEAVE IT OPEN.





The annual campaign draws attention to specific issues relating to fire doors such as poor installation and maintenance and calls on building owners, occupants and users to check the operation and condition of their fire doors, and report those that aren't fit for purpose. It also engages and educates property owners and the whole building industry to help them better understand the correct specification, installation, maintenance and inspection required for fire doors.

CONFIDENCE

The focus of this year's campaign is on the need for education to empower building users to be able to spot common fire door issues - for example when fire doors have been propped open or the door closer has been removed - and give them confidence to report issues to the responsible person. It also highlights the importance of the life-saving role that a fire door fulfils and the need for everyone to play a role in reporting these issues. New research commissioned by the BWF identifies the common misconceptions over fire door maintenance, inspection and reporting.



A British Woodworking Federation Campaign

There were 276 fire-related fatalities in England in 2022, so individual action really is crucial in preventing tragedies.

Through this year's Fire Door Safety Week campaign, we aim to ensure everyone can play their part in being able to recognise and report issues that, if corrected, might make the difference in saving people's lives.

PARTNERS

Fire Door Safety Week 2023, which ran from 19 to 25 September, is funded and managed by the British Woodworking Federation and is supported by a wide range of partners in the industry.

Whilst the official safety week has recently ended, fire safety awareness and the effectiveness and proper use of fire doors - is a round-the-clock necessity every single day AND night!

For more information on the BWF's fire door training and events, visit: https://www.firedoorsafetyweek.co.uk/events/

- New research reveals fire door issues are under-reported, putting lives at risk
- People do not know who to report to and do not believe it's their role to do so - suggesting a need for greater accountability
- Nearly a fifth (18%) of the public would be more likely to report fire door safety issues if there were personal repercussions for not doing so
- Close the Door on Fire, the 2022 Fire Door Safety Week campaign, focused on individuals' responsibility to report fire door issues and urges people to take action to save lives.

incorrectly believed that a fire door that was propped open with a wedge or a fire extinguisher was safe

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Ironic, isn't it, that one of the most common items that are used to wrongly prop open fire doors is a fire extinguisher ...

If you spot any issues with fire doors, please contact SDR immediately, treating it as an Emergency Repair. info@southdevonrural.com 01803 863550

Take action and report fire door issues to help **CLOSE THE DOOR ON FIRE**

EDUCATION IS NEEDED TO **CLOSE THE DOOR ON FIRE**

The findings highlighted a dangerous lack of understanding and need for education on the role of fire doors





believed that keeping a fire door closed stops it performing

490/_

said having a better understanding over what fire doors do and how they work would encourage them to take action

NEW! Government-led Tenant Satisfaction Measures

COMPLETE OUR FEEDBACK FORM AND YOU COULD WIN THIS VOUCHER!



Another chance for tenants to tell us how we're doing

Inside this issue of your newsletter is a separate survey form, giving tenants another chance to let us know how their housing provider is doing.

If you filled in one of these forms in June, you don't need to send in another one. Just sit tight and you could still win the £25 voucher. Your answers can still provide useful data for the Government, so please fill in the form if you haven't already done so.

The results will feed into a new system introduced by the Regulator of Social Housing to assess how well social housing landlords in England are doing at providing good quality homes and services.

The survey should only take you only 15 minutes to complete and the feedback we receive from you will be invaluable in helping us to understand any issues you are experiencing or any gaps in service.

Once you have filled in the form with your answers, please put it in the reply-paid envelope provided and post it back to us by I December 2023.

If you prefer, you can take the survey online at: https://southdevonrural.co.uk/

Every new feedback form we receive will go into a draw and the first name out of the hat will win that £25 Amazon voucher.

SEND **BACK BY I DECEMBER** 2023

USEFUL GUIDANCE FOR TENANTS

Housing Ombudsman Complaint Handling Code

The Housing Ombudsman's Complaint Handling Code was introduced in July 2020 sets out good practice that will allow landlords to respond to complaints effectively and fairly.

Following a review the Code was updated in 2022 to strengthen provisions supporting a positive complaint handling culture. More at: Complaint Handling Code -Housing Ombudsman (housing-ombudsman.org.uk)

Landlords must carry out an annual assessment against the Code to ensure their complaint handling remains in line with its requirements and publish the results, but please note that these do not need to be submitted to the Ombudsman. Non-compliance could result in the Ombudsman issuing complaint handling failure orders. Guidance on these orders has also been reviewed and updated.

The Code will act as a guide for residents setting out what they can and should expect from their landlord when they complain. The requirements in the Code also provide

Reminder: Tenants need to have their own Home Contents Insurance

Damage or loss to the contents of your home can be devastating - and expensive.

We would like to remind our tenants that they are responsible for insuring the contents of their home against loss, damage or theft.

As landlords, SDR insure the building that you rent from us - but the furniture, carpets and floor coverings and all other personal belongings inside your home are not covered by our insurance. So you need to take out you own policy.

It's a good idea to take out home contents insurance to cover your possessions against fire, theft and other risks, such as accidental damage. If something happens to destroy or damage your possessions, it can cost a lot of money to replace these items.

Home contents insurance covers you against loss, theft or damage to your personal and home possessions. It can also cover you if you take items out of the home, on holiday, for example.

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residents with information about how to make a complaint and how to progress it through the landlord's internal complaints procedure.

Key areas in the code are:

- Universal definition of a complaint
- Providing easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
- The structure of the complaints procedure only two stages necessary and clear timeframes set out for responses
- Ensuring fairness in complaint handling with a residentfocused process
- Taking action to put things right and appropriate remedies
- · Creating a positive complaint handling culture through continuous learning and improvement
- Demonstrating learning in annual reports
- Annual self-assessment against the Code.

Your policy should cover damage caused by fire, flooding, storms and theft. You may have to pay extra to cover accidental loss or damage to your possessions. This may be worth considering if you have children or pets. However, check what's included.

Before you take out a policy you need to work out how much cover you need, based on the cost of replacing all your possessions. Many people under-insure themselves, so make sure you include everything, including carpets or flooring and the contents of your

- garage or shed. You may want to get several quotes before
- choosing a policy.





JOB DONE, AS MULTI-FUNCTIONAL SDR PROJECT IS COMPLETED, 9 YEARS AFTER FIRST PLANS DRAWN UP

Dozens of new homes on site of 18 out-dated bungalows

A major development project on SDR-owned land at Brimhay, Dartington, was completed this summer, some nine years after its inception.

SDR Chief Executive Christine Candlish said: "I'm immensely proud to see this ambitious project successfully delivered. It's taken a lot of hard work and dedication from a large number

of people, both inside and outside SDR. We've provided dozens of new, energy efficient homes for a range of people, on the site of 18 tired, poor quality 60s bungalows".

Pictured:

Left, outdated bungalows; right - next door, the first new apartment block takes shape.





2014

Original concept announced; 2 small parcels of land purchased to enhance site.

2015/16

Initial plans drawn

up, but these were

amended after local

opposition led to a

Judicial Review.

2017 Development approved by S. Hams planners with conditions following a second (failed) Judicial Review.

2018

SDR gets green light to begin work redeveloping land at Brimhay.

2019

First phase gets under way – II affordable apartments taking shape in Brimhay Gardens.



Pictured on this page, clockwise from top left: 11 affordable apartments for older people; artist's impression of the entire Brimhay complex; the last batch of Market Value homes finished in 2023; Elmhirst Court apartments for people with learning difficulties.

SPRING 2020

Covid pandemic

disrupts operations.

Some Market Value

homes completed.

Independent living

flats taking shape.





FEB 2020 II energy-saving, affordable apartments completed & occupants can move in.

2021

Independent living flats completed: named Elmhirst Court. Tenants move in; opening ceremony delayed by Covid.



2022 Elmhirst Court independent living flats officially opened by Cllr. Jacqui Hodgson.

2023

Final batch of market value homes completed & sold. Project complete!

SEASONS COME AND SEASONS GO BUT THERE'S ALWAYS SOMETHING TO DO IN YOUR GARDEN

Essential gardening tips for October as autumn takes hold...

As gardeners the world over are only too aware, whilst the seasons come and go there is always something you can do to give your outdoor space – big or small – the best chance of staying in good shape all year round.

So, with autumn well and truly with us, here are some tips to help you prepare your garden for the coming winter. There are also some forward-looking tasks to ensure that when spring arrives next year your garden will soon be looking delightful and bringing you joy.



Don't let this year's warm September fool you into thinking that temperatures will stay mild for too much longer. It's actually better to make preparations now for any early frosts, as well as carrying out some common-sense garden maintenance.

If you have a pond, clear out any unwanted weed. Leave the weed spread out next to the pond for 24 hours, so wildlife like water beetles can find their way back into the water.

Bird baths and bird feeders could do with a good clean and refill. If you don't have these garden items – then put them on your Christmas list! Encouraging birds into the garden all year round is good for pest control. And you'll get so much enjoyment watching you're the birds coming and going. Robins and blackbirds can become particularly friendly.



Pruning, tidying and getting winter-ready...

Once climbing or rambling roses have finished flowering, you can prune and tidy them. If they are growing up against a wall or fence, it's a good idea to tie the stems to give them support during the winds we can expect during the autumn and winter to come.

It's advisable to trim evergreen hedges to keep them looking tidy over the winter. Cut back any overhanging branches and get rid of any brambles that could be lurking. When your perennial plants have finished, the foliage can be cut back. You could decide to leave it in place, so as to provide shelter for insects and other garden wildlife. It might not look as tidy, but it's much more environmentally friendly.

If you've put any of your houseplants outside to take advantage of the sunlight and fresh air, it's a good idea to bring them inside again. Just one cold night can easily ruin your favourite houseplant.

...and what's going to need attention as we head into November

DEALING WITH LEAVES – AND PROTECTING ROSES

By November, leaves will be falling thick and fast, so it's a good idea to keep on top of them. Clearing leaves is also good therapy! Put them on your compost heap, where they will rot down and become a useful mulch.

No need to sweep up all the leaves. They can provide protection for all sorts of bugs, so keep a few corners for small piles of leaves.

If your roses had blackspot or rust this year, you should also remove leaves from around the bottom of the plants. This will help prevent reinfection in the next growing season.

Plant those tulip bulbs for a colourful spring

November is the time to plant your tulips, either into containers or straight into your beds, so you'll get a colourful display next spring. If it's been warm and wet, you may want to wait until later in the month when temperatures drop, as this will reduce the chance of disease. In the meantime you can improve your soil by adding last year's leaf mould and garden compost prior to planting.

Beware of Jack Frost putting in an appearance...

Those frosts will appear at some point. By now you will hopefully have your fleece or bubble wrap on hand. Make sure your containers are raised off the ground with pot feet to prevent frost damage – this is also useful to prevent waterlogging in case of heavy rainfall.

.10.



Aerate your lawn and trim edges for a tidy appearance Aeration is a must and is as simple as taking a garden fork and pricking lots of holes in the lawn. If you rock the fork slightly backwards, you will let even more air in. Rake up fallen leaves, and trim lawn edges. This will help to keep your garden looking tidy over the winter.

Don't forget the wild birds

As the weather gets colder, many birds will turn to the berries – there's been quite a show of these this year. Now is the time to put out high energy, high fat foods such as suet balls. Keep to a routine when feeding birds as they soon learn what time of day the food goes out. **AUTUMN AND WINTER** WARMER

Try our fab recipe for Pumpkin Pie: So much more than a scary lantern

Pumpkin Pie is probably best known as an American favourite, especially around Thanksgiving. Whereas in October, people in the UK carve pumpkins into scary Halloween lanterns - possibly without realising what a delicious dish this fruit can make if baked in a pie. You can serve this tasty warming dish right through the cooler days of the great British autumn and winter.

Here's how to make a pumpkin pie that the whole family will love. Bon Appetit!

Ingredients

For the pastry:

Plain flour for dusting Sweet shortcrust pastry (pre-made pack) 500g

For the pumpkin filling:

Eggs 2 Pumpkin puree* 425g Ground cinnamon Itsp Mixed spice I tsp Condensed Milk (or non-dairy alternative like Coconut Milk or Almond Milk) 397g

Equipment

22cm loose-bottomed tart tin Baking beans

* You can easily mash or liquidise a ripe pumpkin to make the puree, but you can also buy tins of pumpkin puree from your local supermarket.

Method

Lightly flour your work surface and rolling pin. Place pastry on the dusted surface and roll out into a circle about 0.5cm thick.

Carefully lift up the pastry, hanging it over your rolling pin and ease it into the pie tin. Press the pastry into the edges. Chill the pastry base for 20 minutes. Preheat the oven to 200C, (180C for fan ovens), Gas Mark 6.

Remove the tin from the fridge and trim off excess pastry – keep the trimmings as you may need them later. Cut a 28cm circle of baking parchment and crush it into a ball. Open it up again, place into the pie and fill with the baking beans. Place in the oven to blind bake for 15 minutes. The pastry should feel dry and sandy to the touch once it's ready.

Remove the pie from the oven and remove the baking paper and the baking beans - they will be very hot so take care. If there are any holes in your pastry, patch them up with the saved pastry trimming. Return the pie to the oven for another 4 minutes, until the pastry looks mostly cooked and feels sandy. Set aside to cool. Reduce the oven temperature to 180°C, (160°C for fan ovens), Gas Mark 4.

In a large bowl, crack in the eggs and whisk together. Add the pumpkin puree, spices and salt, then mix together until combined. Add half the condensed milk and stir until combined; then repeat with the remaining milk. Pour the pumpkin mixture onto the pie crust and bake for 30-35 minutes. It will be ready when it looks set with a wobble still in the centre.

Take the pie from the oven and leave to rest for 20 minutes. Carefully remove the pie from its tin and leave to cool completely. Serve at room temperature with a blob of whipped cream or refrigerate; it will keep for up to two days.





Across

Down

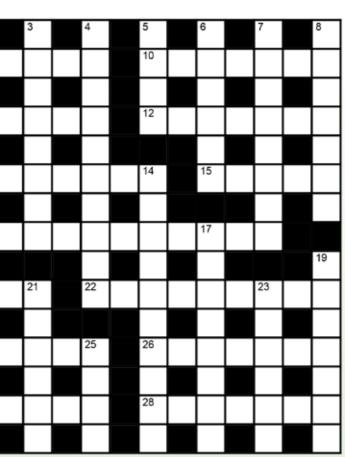


IT'S COFFEE BREAK TIME! GIVE YOUR BRAIN A WORKOUT WITH OUR CONCISE CROSSWORD PUZZLE

Why not have a go at our Concise Crossword Puzzle and see how you get on? We've pitched the difficulty level at moderate, so we hope you will take your brain on a bit of a workout - but without too much head-scratching... If you're struggling, you can always ask a partner or friend to give you a hand. **Best of luck!**



To check your answers: A list showing the solution is on another page in this newsletter. No peeking though!









Coffee Break Extra

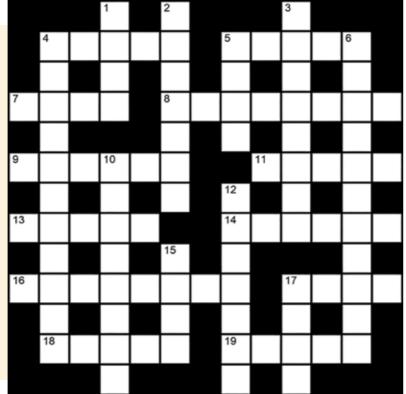
A couple more brain-teaser puzzles for your entertainment...

IF YOU LIKE ANAGRAMS. **YOU WILL LOVE THIS ALL-ANAGRAM PUZZLE**

Across 4 Riled (5) 5 Grate (5) 7 Acer (4) 8 Demister (8) 9 Ratios (6) II Chain (5) 13 Loafs (5) 14 Gone in (6) 16 Cup of tea (4,2,2) 17 Rene (4) 18 Seven (5)

19 Abyss (5)

Down I Dole (4) 2 Dare not (5,2) 3 Cashmere (6,2) 4 Procreation (11) 5 Mega (4) 6 Tentatively (11) 10 Delivers (8) 12 Bound to (2,5) 15 Peas (4) 17 Hans (4)



V	R	Ν	В	Е	G	Ν	Ν	С	J	Н
Y	U	Е	L	F	S	R	Т	М	А	J
т	W	А	А	D	т	Ν	А	Υ	R	Υ
s	в	Е	Ζ	Ρ	Е	А	R	V	С	0
U	L	т	Е	С	W	R	0	Т	Y	G
G	н	0	S	Т	S	J	М	V	Κ	0
D	G	D	0	Е	Ρ	Υ	А	L	Q	F
Е	D	0	С	С	R	S	S	D	S	V
Е	А	0	L	L	R	0	Т	0	Е	Т
s	R	W	Ρ	Κ	А	0	F	R	С	W
Ν	Κ	Е	Ρ	Ι	С	Κ	Ρ	۷	С	В

TRY OUR AWESOME AUTUMN WORDSEARCH PUZZLE

HERE ARE THE WORDS HIDDEN IN THE WORDSEARCH GRID (RIGHT) (Words are vertical, horizontal and diagonal)

Aromas, Bale, Blaze, Cool, Corn, Cosy, Crisp, Crop, Dark, Dew, Fog, Forest, Ghost, Gravy, Gusty, Hay, Icy, Jam, Leaf, Log, Mist, Nut, Oak, Pear, Rain, Reap, Red, Ripe, Scenic, Seed, Stews, Vivid, Web, Wood.

P12 CONCISE CROSSWORD SOLUTION

ACROSS: 9 Shampoo, 10 Rubella, 11 Prattle, 12 Worried, 13 Italicize, 15 Amaze, 16 Respectable, 20 Nehru, 22 Sun Yat-Sen, 24 Beanbag, 26 Unequal, 27 Destroy, 28 Steamer.

DOWN: I Aseptic, 2 Sahara, 3 Upstairs, 4 Loneliness, 5 Brew, 6 Iberia, 7 Ultimate, 8 Waddled, 14 Extinguish, 16 Rehearse, 17 Bracelet, 18 Anybody, 19 Anglers, 21 Unborn, 23 Slummy, 25 Guys.



There's a definite Autumnal theme to this issue of your SDR newsletter – and what better time to enjoy the mild seasonal weather by stretching your legs – and your imagination – as you take a walk in the stunning countryside of our region. We've chosen one of the Devon Wildlife Trust's Wild Walks as a suggested route

SOUTH EFFORD MARSH

South Efford Marsh is one of the South Hams' premier birdwatching sites, where a tidal sluice gate is creating new saltmarsh habitat. Redshank and curlew are regulars, while exotic visitors include spoonbill and glossy ibis. After a there-andback walk over the River Avon to visit the reserve's bird hide, enjoy four miles of the valley's fine views, woodlands, undulating bridleways and meandering streams.

Approx time: 3.5 hours, including time spent wildlife-watching at the nature reserve. Approx distance: 4 miles.

Use Ordnance Survey map OL20 South Devon. Terrain: Woodland and farmland paths, bridleways, minor roads.

Short section on main road A379. Stepping stones over one stream. First and last sections of walk on tidal road, so check tide times for Avon Estuary at Bantham/ Bigbury before embarking. Road impassable around I hour either side of high tide.

Start: Timbers car park next to A379 roundabout at Aveton Gifford.

Suitable for older children but take care on tidal road beside river and on bridge over A379. Dogs not allowed in reserve. Several stiles on the walk.

Public transport: Plymouth-Kingsbridge bus, No 3. Aveton Gifford stop.

where you can see a selection of scenery and mostly bird-life. Devon has oodles of outdoor spaces to enjoy and there are Wildlife Trusts in neighbouring counties that offer similar delights. You can find them easily online through your favourite search engine. For more Devon ideas, go to: https://www.devonwildlifetrust.org/



PHOTOS: Kevin McDonagh/Devon Wildlife Trust