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At a glance

We installed **14 air source heat pumps** into some of our more rural locations.

Our head office PV panels have produced 23.6Kwh of electricity, released a Feed in Tariff payment of **£3300 and saved 22 tonnes of CO₂**.

97.38% of repairs were completed on time.

Maintaining all our homes at or above the Government's Decent Homes Standard by providing a repairs and maintenance service for all homes and communal areas.

The Teign Standard

We up-dated the Teign Standard, which is a document that outlines all the standards in relation to planned improvement work in our properties including the installation of kitchens, bathrooms, electrical installations, heating, windows, doors and re-roofing.

Due to the rent decrease and subsequent income reduction, we had to make the decision to reduce the amount of choice we offered customers. We reviewed what the most popular ranges were over the past few years and went with the top choices. We took the revised standard to the Tenants' Forum where members agreed that there was still a good selection to choose from.

Embracing green technologies

During our family and older person consultation events last year, we asked customers about their priorities and things they considered important. The results showed us that our customers are keen to embrace green technologies, included in improvements of their homes.

Last year we installed 14 air source heat pumps into some of our more rural locations where there is no mains gas supply and the risk of fuel poverty is higher.

Community Energy

We have been working alongside Teign Energy Communities (known as TECs) who are a community energy organisation that promote the benefits of local renewable energy.

We are a supporter and early adopter of renewables with solar panels on our offices in Brunel Industrial Estate and on some of our housing stock. The recent government changes in subsidies for solar have reduced our own capacity to install more solar panels on Teign Housing properties, but working closely with TECs allows us to fulfil our commitment to renewable energy generation locally. This is good for the local economy as well as our carbon footprint.

Producing our own electricity

Last year the PV panels on the roof of our head office produced 23.6Kwh of electricity against an expected 21.5Kwh. The production of this electricity released a Feed in Tariff payment of £3300 and a saving of 22 tonnes of CO₂. The electricity produced has reduced our electricity usage, through the meter connected to the panels, by 38%.

Repairs – how we did

	Target	Actual 2015/16	Actual 2014/15
% of repairs completed on time	97.5%	97.38%	94.5%
Emergency	99%	98.36%	96.19%
By appointment	97.45%	97.27%	94.18%
Number of repairs raised	-	14,714	13,147

In 2016/17 we will:

- Continue to explore opportunities to install 'green' energy saving technologies into our homes, in particular, targeting properties with older electrical night storage heating
- Complete the re-tendering for the appointment of a contractor to provide repairs and maintenance, void and planned works as part of our plans to establish a Wholly Owned Subsidiary company to service Teign Housing properties
- Continue to identify opportunities for the development of new affordable home with a focus on rural communities
- Ensure that our homes are well maintained and safe places to live, in accordance with our statutory obligations



Supporting TECs with their project at Teign School, Kingsteignton