

Introduction

Welcome to our annual report 2016, which is also our first ever digital annual report. We hope that you find this format easier to digest and more accessible. We have produced a video introduction this year, which allows us to look over the past 12 months in just a few minutes, without you having to read through a lot of text.

The move from paper to digital is also reflective of our current drive to channel shift to more efficient digital systems to help us reduce costs, but provide better services to our tenants.

This work is being led by our Link-It group who have been working on a project to procure a new housing management system. Our current system is old and would take a lot of investment to up-date and modernise. Many of the new systems that the Link-It group have seen through demos, contain a lot of functions that would improve how we work and communicate with you.

We realise that a number of our tenants aren't yet connected to the digital world – whether it's through not having access to the equipment, not knowing how to use it or simply not wanting to use it. This is why we have been running our DigiBug scheme so that we can support tenants in getting online. This scheme has been running for 12 months now and has a growing number of tenants who have regular training sessions with our staff. For those who are not online by choice, paper versions of each section of this report are available, just like this introduction you are reading now.

In last year's annual report we talked about adapting to change in light of the Government's announcement of the rent reduction. This is still very much an ongoing subject and probably

will be for the next few years, with the results of the EU Referendum, further changes are more than likely. However, amongst all this change our regulator, The Homes and Communities Agency, recently carried out a review of our Governance and Viability and I am pleased to say that we have been able to maintain our top rating of G1 V1 which means we are still a healthy and viable business.

Our Passivhaus development in Christow has been completed and local people have moved into their new homes. This project was led by ourselves and the Christow Community Land Trust in partnership with the Dartmoor National Park Authority and Teignbridge District Council.

The homes in Christow are built to the Passivhaus Standard which means they are built to be highly energy efficient and therefore cost very little to heat. We have been working on a number of different projects that use greener technologies, such as air source heat pumps and PV panels. Not only are these technologies greener, but they also offer lower cost heating solutions, particularly to those living in more rural areas where there is no connection to mains gas.

Mike Hanrahan, our current Chief Executive announced that he is to retire in December and I would like to thank Mike for everything he has done for Teign Housing over the years and wish him well for the future. I'd also like to thank my fellow Board Members, staff and involved tenants for all their hard work over the last year and to our tenants, who I wish all the very best for the next 12 months.