



# EXETER HOMES TRUST BULLETIN

MARCH 2024

**SPECIAL EDITION**

*Compassion, Companionship and Community*

## GRENDON ROAD REMODELLING

Exeter Homes Trust is double regulated by the Charity Commission (201530) and is Registered Provider A1921, (since 1976) with Homes England and the Regulator for Social Housing. Exeter Homes Trust does not provide extra care or support services.

We commenced communicating, consulting with Residents about Grendon Road Remodelling here at 6 Southernhay West, Exeter EX1 1JG on 31st October 2019.

EHT has remodelled or developed 61No. Almshouses on three estates (42.6%) of its stock of 141No. Almshouses and has commenced Grendon Road Phase One which will provide a further 22No Almshouses overall (taking total to 61%).

Fairpark Almshouses have consent to demolish 12No. ~1928 Almshouses and re-provide 31No. contemporary Almshouses on what is currently an under-utilised site.

**The Lord Mayor of Exeter, Councillor Kevin Mitchell is visiting Grendon Road Almshouses, Phase One completion on 21st March 2024.**







## Almshouse residents may live up to two and a half years longer, study finds. 'Affordable and stress free' - how almshouses are the unsung heroes of UK social housing

*Source: The Guardian, 22nd May 2023*

Older people living in almshouses enjoy longer lives than wealthier people living elsewhere, a study has found.

The secret to longer life has been sought after for centuries. But research using data from almshouses going back 100 years has found that the solution devised in early medieval times is still relevant today.

The report from the Bayes Business School says the longevity of those who move into one of the UK's 30,000 almshouses – the oldest form of social housing – is boosted by as much as two and a half years.

Given that residents typically move into almshouses in their early 70s, this is equivalent to an extra 15% of future life.

Almshouses, a charitable form of self-sufficient, low-cost community housing held in trust for local people in housing need. They are managed and run by almshouse charities made up of local volunteers.



Residents pay rent, usually called a maintenance contribution, which is often less than the average rent in local properties rented from a council, housing association or private landlord.

It was a remarkable outcome, said Rickayzen, equating to a 73-year-old man receiving a longevity boost of 2.4 years – an extra 15% of future



**Exeter Homes Trust is a member of the Almshouse Association, which is a support charity representing over 1,600 independent Almshouse Charities across the UK**

**[www.almshouses.org](http://www.almshouses.org)**



lifetime – compared with his peers from the same socioeconomic group, and 0.7 years when compared with an average 73-year-old from the general population.

“It is well known that the lower a person’s socioeconomic status, the lower their life expectancy. But our research has found that this doesn’t have to be the case,” he said. “We found that residents can expect to live as long as wealthier members of the general population despite coming from the most deprived quintile.”

Rickayzen said the study, which was sponsored by the Dunhill Medical Trust and the Justham Trust, and supported by the Almshouse Association, proved that this ancient form of housing still addressed the evolving needs of older people living in modern-day society.

Almshouses usually encourage residents to take part in social activities and have responsibilities for fellow residents, increasing their sense of belonging,

giving them a greater sense of purpose and reducing isolation.

“This is an opportunity to improve the government’s levelling up agenda by incorporating the best features of communal living into their social housing policy,” she said. “It is important that levelling up should aim to combat health inequalities experienced by people from lower socioeconomic groups across the country.”

Nick Phillips, the chief executive of the Almshouse Association, said the findings could be replicated across all sections of society currently experiencing housing crises.

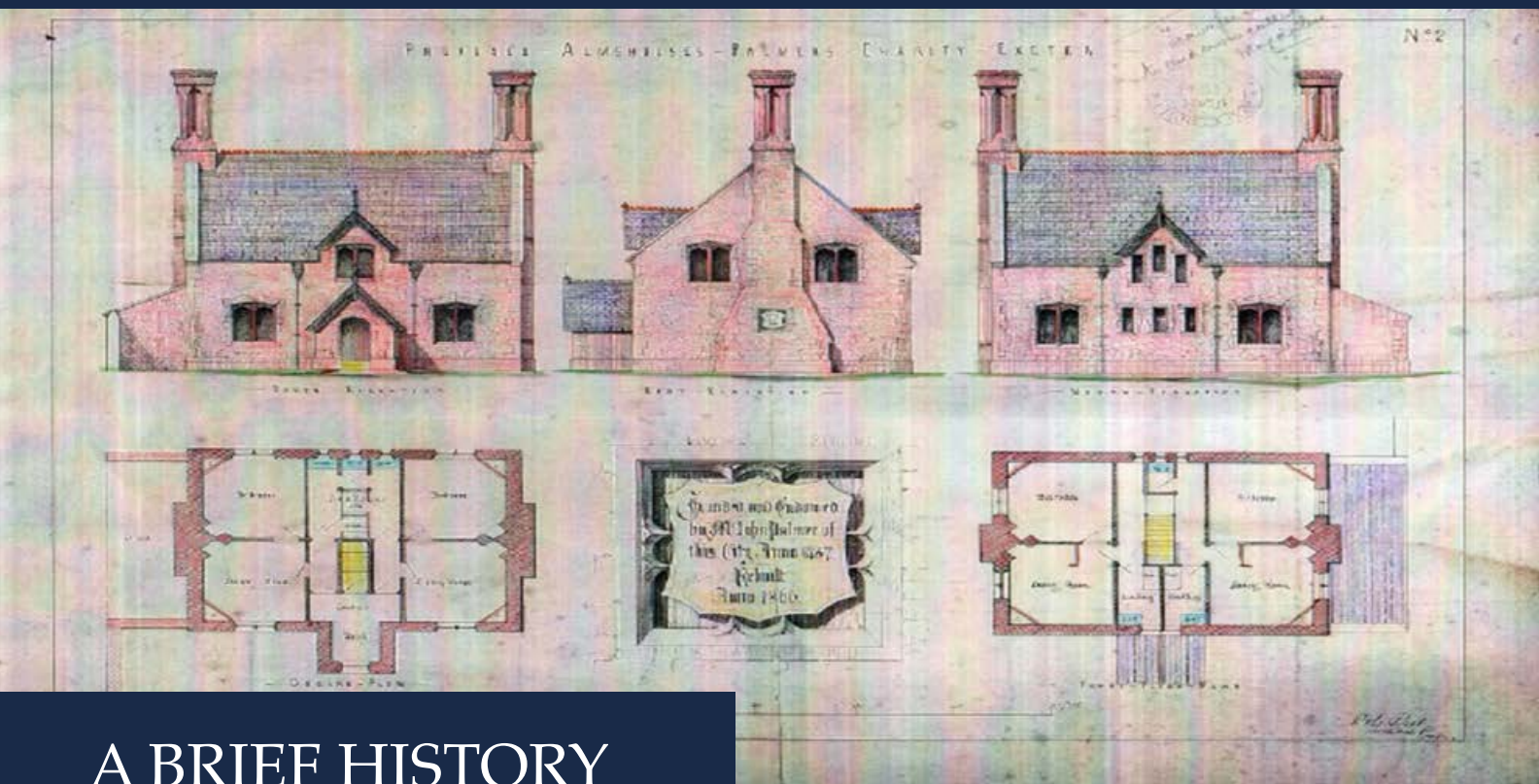
“The almshouse model is perfect not just for poorer, older people but young families, young people struggling to afford their first home and refugees,” he said. “It’s the housing model of the past but perfectly adaptable to the housing crises of not just today but the future too. We just need philanthropists to set up more of them.”

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*It’s the housing model of the past but perfectly adaptable to the housing crises of today.”*







## A BRIEF HISTORY OF ALMSHOUSES

Alms houses date from medieval times, embracing the giving of help to those in need. Benefactors built and bequeathed almshouses (sometimes known as hospitals or a place of hospitality). The benefactors also provided food, water, clothing and fuel to burn.

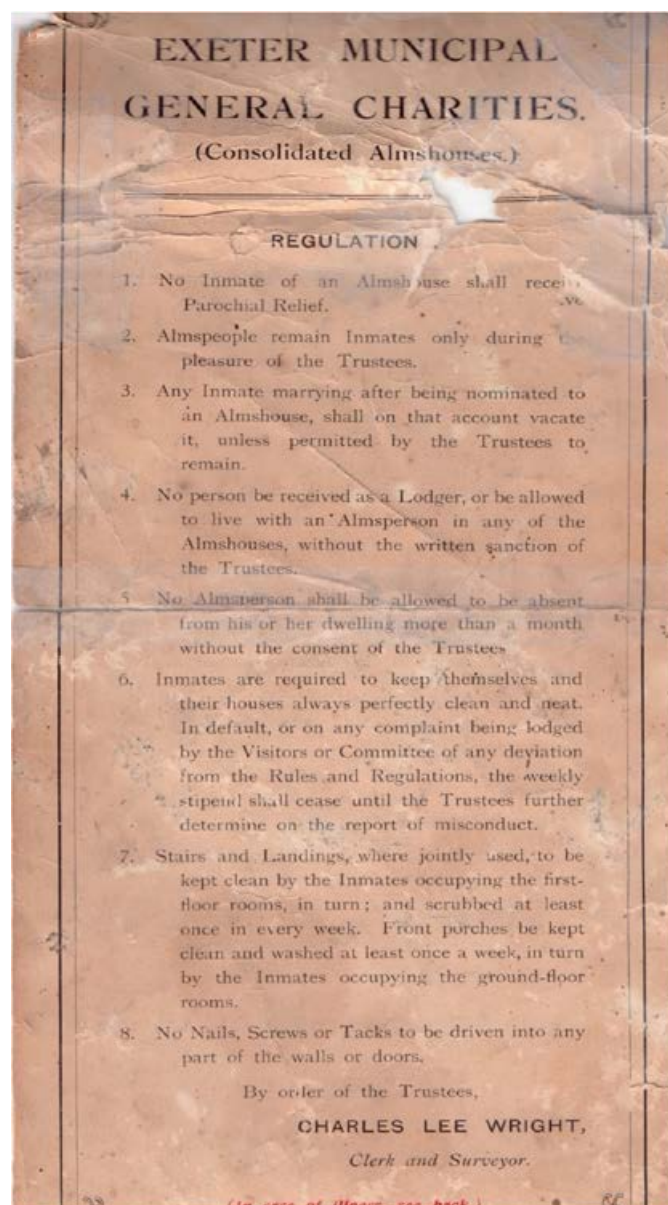
The Victorian era saw the advent of workhouses, where 'poor law guardians' were obligated to provide accommodation for paupers. The rudimentary accommodation was free but demanded a stint of manual labour, in return for very basic food and shelter. The alternative was sleeping rough.

In 1897, the social reformer Lord Rowton, founded his first Rowton House at Vauxhall in London. This establishment provided c.380 beds in dormitories which were let at 6d per night. In the first year, there were over 140,000 'lets', making the establishment a commercially profitable enterprise.

Currently, there are 36,000 almshouses spread across 1,600 Almshouse charities in the UK. These almshouses are a step-up from the Victorian workhouses because they are individual homes.

**Above:** Plan for Magdalen Cottages submitted to Charity Commission showing communal earth closet, sculleries, coal stores and no running water, dated February 14th 1866.

**Right:** Inmate Regulations prevailing from 1897 throughout the majority of the 20th Century.





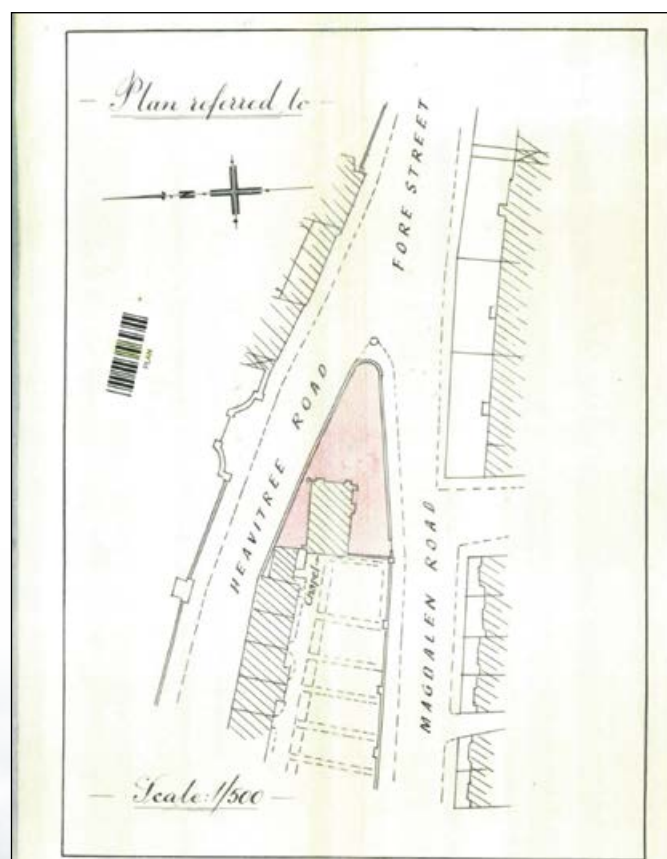
**Exeter Homes Trust manages 141 Almshouses on eight estates in the city of Exeter. Of these 141 Almshouses, Magdalen Cottages (13No.), Livery Dole Cottages (11No.), Atwill Palmer (24No.) and Grendon Road (24No. being remodelled to 22No.), 72No. are Grade 2 listed built in the Victorian era, hence about half of Exeter Homes Trust's stock.**

Built from stone under pitched roofs these 72No. Victorian Almshouses are generally in good repair but, as with most similar buildings of that era, they function in a different manner to modern buildings. At the time of construction, (on average ~150 years ago) they would have been heated by open fires which would have drawn the air through the building and up through the chimneys resulting in many air changes per hour. Today buildings are much more sealed and so moisture generated in use has to be dealt with in a different way. The chimneys are no longer in use for open fires and the buildings heated with central heating or night storage heaters. Moisture is generated on a much greater scale by the use of showers and cooking.

Fairpark Almshouses (12No.), Hurst Trumpp Almshouses (8No.) and North Park Almshouses (12No.), totalling 32No. were built in the mid-war era and were heated by open fires served by chimneys and the buildings are now heated with central heating or night storage heaters. These Almshouses, too, would have drawn the air through the building and up through the chimneys resulting in many air changes per hour.

Exeter Homes Trust urges you to please ensure you comply with the Bulletin on obviating condensation (which is being redistributed).

The 11No. Almshouses at Livery Dole Cottages abut a main road from the east serving the centre of Exeter. When Livery Dole Cottages were built in Victorian times, the traffic along that thoroughfare would have been horse-drawn. Internal combustion has superseded horse-power, but we may yet be entering the net-zero era.





# A HISTORIC CHARITY WITH A MISSION TO HELP LOCAL PEOPLE

Exeter Homes Trust, formerly known as The Exeter Municipal Charity, is one of the largest and oldest Almhouse charities in the UK. The original purpose of the historic charity, unchanged today, was to provide accommodation for people living in reduced circumstances.

The charity provides 141 homes for people living in challenging financial circumstances, aged over 55, capable of independent living and showing a connection to Exeter.

The charity is governed by a board of 12 directors and is triple regulated by the Charity Commission, Homes England and the Regulator for Social Housing. Grant funding, amounting to approximately £13,500 per year, is provided by the 'Relief in Need' and 'Advancement in Life' affiliated charities to those in need in Exeter.

One of the charity's key objectives is to create communities for residents, in each Almhouse location, in order to ensure residents do not feel isolated or lonely but, instead, have the opportunity to get to know their neighbours. This sense of community is fostered by providing residents with well maintained communal gardens or recreational spaces to meet and socialise. An Exeter Homes Trust resident describes her experience of living in an Almshouse:

"A friend told me about Almshouses, and that it was possible to apply from the age of fifty five years. I met the criteria and moved into this lovely, sunny little flat. I have been here two years now, and it is wonderful to be free of worry about living arrangements."

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*Exeter Homes Trust can provide the foundation for a decent life."*

Exeter Homes Trust Almshouse resident

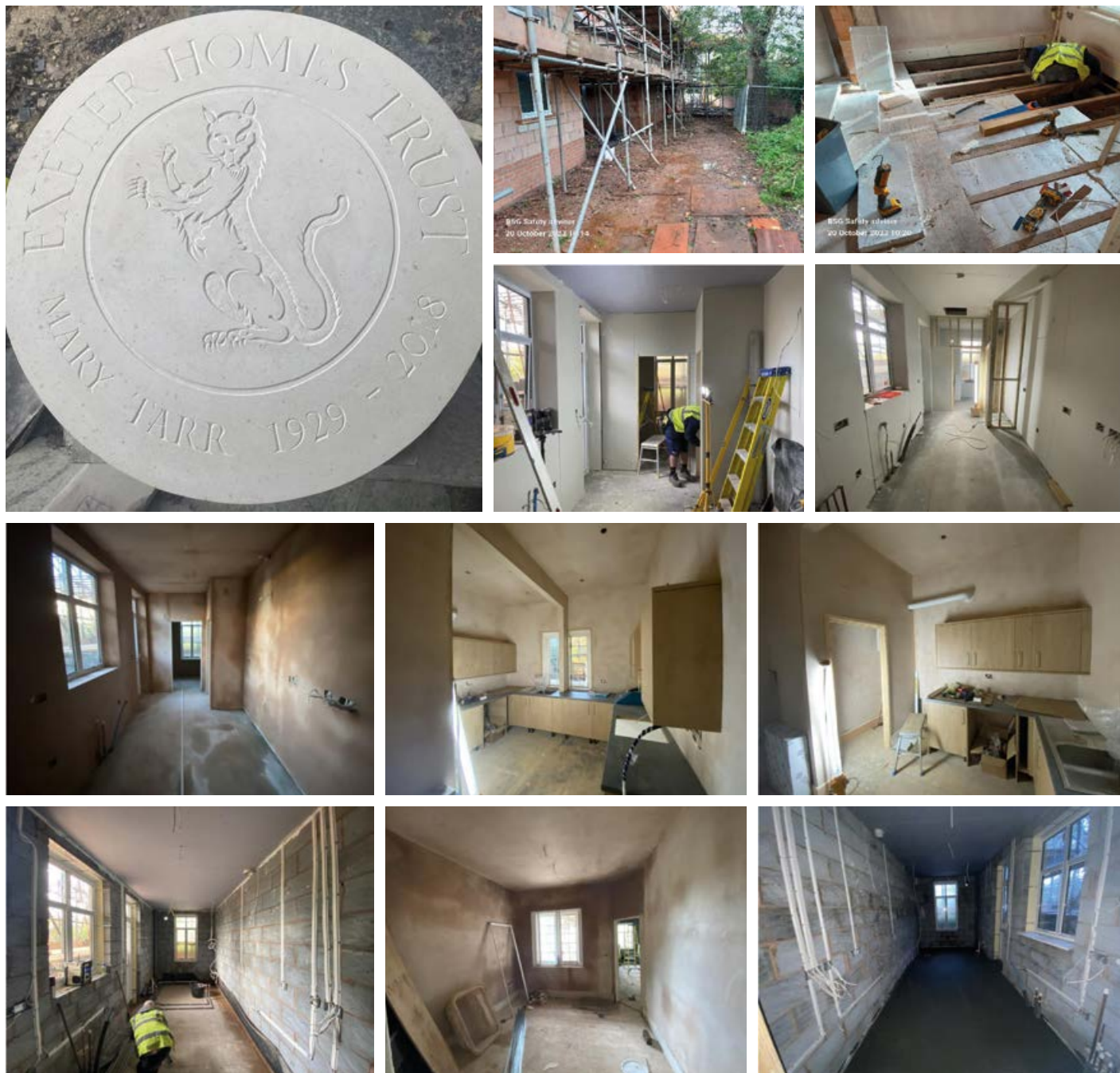


She continues: "I know the common perception is that people of my generation have all made a fortune with their houses and final salary pensions. May have, and I wish them well, but there are others like me who, perhaps through ill-timed decisions on the property market, through broken relationships and/or a caring role within the family, find themselves in their fifties with few or no assets, unable to generate a living income from work, and years away from a pension. For them, Exeter Homes Trust can provide the foundation for a decent life."



# GRENDON ROAD REMODELLING

Progress Photographs taken 15th November 2023. The Communal Room, includes a Plaque to commemorate the late Mary Tarr who has made a generous bequest to Exeter Homes Trust.



**The Board of Exeter Homes Trust Ltd adopted an Unacceptable Behaviour Policy on 14th September 2023, modelled on Exeter City Council's policy and in line with other organisations who protect their employees from unacceptable behaviour in the course of serving others.**

Unacceptable behaviour means acting in a way that is unreasonable, regardless of the level of someone's stress, frustration, or anger. It may involve acts, words or physical gestures that could cause another person distress or discomfort. HMG publishes Guidance and can be found online at [www.gov.uk](http://www.gov.uk)



# PLANNING SUCCESSFULLY APPROVED FOR FIFTH REDEVELOPMENT PROJECT

Exeter Homes Trust has been successful in having its planning application approved to redevelop the Fairpark Almshouses on Fairpark Road.

We are continually re-evaluating buildings to identify improvements that could be made to future proof the accommodation, making it as sustainable and comfortable as possible for our residents.

The redevelopment of these almshouses relates to the three 2-storey residential blocks, built in 1928. The proposal is for the demolition of the almshouses and the erection of 31 affordable homes.

The site provides an opportunity to help meet local housing needs by utilising a previously developed site, not making the most efficient use of land. In total, an extra 19 affordable homes will be provided.

There are many planning and public merits of the proposed scheme. Currently the buildings consist of 12 apartments well below the national space standards and local authority requirements. The 31 new larger homes will meet modern building regulations and will be considerably more energy efficient and low carbon.

The appearance of the proposed development, although contemporary, is influenced by the traditional characteristics of the conservation areas.

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*In total, an extra 19  
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be provided.”*

Exeter Homes Trust

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The scheme has also been carefully designed to be of a similar height and scale to the surrounding development.

Provision will be made for defined, proper and usable amenity space for residents, which is currently unavailable. Residents will benefit from private balconies and semi-private landscaped communal gardens.





# IVOR HAYES, THREE DECADES EXETER HOMES TRUST'S GARDENER

Ivor Hayes joined Exeter Homes Trust (Exeter Municipal Charities) in August 1991 and has completed 33 years of sterling service. Ivor tends to all of our eight estates in all seasons.

The communal gardens afford a complimentary setting for the 141 Almshouses and residents and visitors often remark on how well kept the lawns, shrubs, flowers and trees are. We respect and appreciate Ivor's hard work and commitment to keeping these gardens up to a professional standard, including encouraging plants & wildlife to thrive in these city gardens.



## DIGITAL VOICE - NEXT GENERATION HOME PHONE

*Source: BT - [www.bt.com/broadband/digital-voice](http://www.bt.com/broadband/digital-voice)*

### What is Digital Voice?

It's our new home phone service, powered by your broadband connection and comes with lots of features included like Call Protect and Voicemail.

### Why is it being introduced?

We're making the switch because the analogue network that most home phones work on today is no longer fit for purpose and can't keep up with the demands of modern life. That outdated network will be switched off for all phone providers by 2025. This is a once in a generation upgrade to ensure that everyone stays connected now and into the future.

This new home phone service runs on the broadband network. It offers lots of benefits and improved features over the existing system, like advanced spam call blocking.

### What does this mean for you?

For most people, Digital Phone lines will have no impact on how you use your home phone. You'll still

have the same service, and your price plan and bills will stay the same. We'll be in contact when it's time to switch over, with simple instructions on what to do when it's your turn to make the switch.

If you're a new BT customer or have chosen to move to Digital Voice by upgrading or changing your broadband package, you'll receive emails/letters and postcards along the way letting you know how to simply switch over.

### How much does Digital Voice cost?

Switching to Digital Voice won't cost anything, and you won't pay more than your current home phone plan, unless you've chosen to upgrade to Digital Voice while recontracting your home broadband plan.

### Keeping connected during a power cut

If there's a power cut or your broadband fails, you'll be unable to make any calls using Digital Voice, including 999 calls. You'll still be able to use a mobile phone, just make sure you keep it charged at all times. If you don't have a mobile phone or are in an area with no mobile signal, please contact us on **0330 1234 150**.

Customers who need extra support may be offered a battery backup unit to make sure you can still make calls. The unit will keep you connected for a short time if there is a power cut. We advise that you limit your usage to essential calls only to preserve battery life during any outage. If you believe you will need a battery backup unit, please contact us.



# MAGDALEN COTTAGES CASE STUDY

The 150 year old Grade II listed Magdalen Cottages, situated in the St Leonard's area of the city, underwent an 18 month programme of work, in 2016, to provide residents with 13 remodelled apartments, across two floors. The accommodation was in need of updating, to make it more comfortable, energy efficient and user friendly.

At the launch, Exeter Homes Trust Chairman, Alan Williamson, welcomed guests, including Exeter MP Ben Bradshaw, before Anthony De Ritter, Director of the Almshouses Association, explained why the Almshouses continue to be so important to the communities they serve. He said:

"Magdalen Cottages provide a fine example of ensuring the highest standards internally, whilst preserving the historic tradition for the benefit of all to enjoy, and the Almhouse Association congratulates Exeter Homes Trust on what has been achieved."



The Lord Mayor preformed the official opening, by cutting the ribbon across the new plaque. The Bishop of Exeter, The Right Revd Robert Atwell, completed the ceremony by explaining the historical significance of the Almshouses and offering a blessing.

The Magdalen Cottages work, delivered by Exeter contractor Fifields Construction, was part funded by the Homes and Communities Agency. The project included demolishing the 1960s additions at the rear and replacing them with new, more energy efficient extensions. The apartments now benefit from secondary glazing, sound-proofing, gas central heating and wet rooms.

## MP PRAISES IMPROVEMENTS

Exeter Municipal Charity trustees were joined by local MP Ben Bradshaw at the city's historic Magdalen Cottages to see the ongoing improvement works started at the beginning of the year.

Chairman, Alan Williamson and general manager, Steven Stitch accompanied the MP on a tour of the 150 year old Grade II listed buildings, during which he met residents and examined the work already completed.

The project to build new ground floor extensions and modernise the properties is funded in part by the Homes and Communities Agency and will provide 13 one and two bedroom apartments, featuring secondary glazing, soundproofing, gas central heating, modern wet rooms and contemporary kitchens.



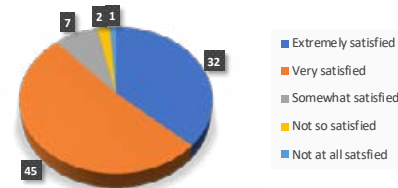
*George Henry Palmer (9th November 1958 to 22nd September 2022), Board member, far left in the group, has sadly passed away.*



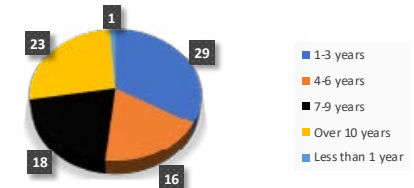
# RESIDENT SATISFACTION SURVEY

We are always looking for ways to improve and enhance our service, and your feedback is an essential and valuable aid. Here are some results from the 2023 survey (based on 69% return):

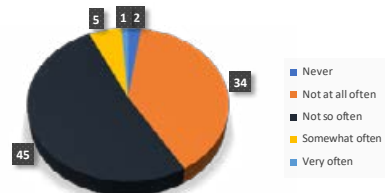
Overall satisfaction



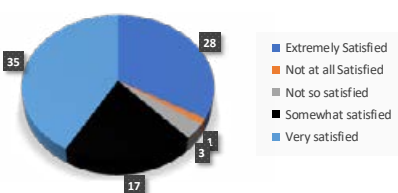
Duration of Resident stay



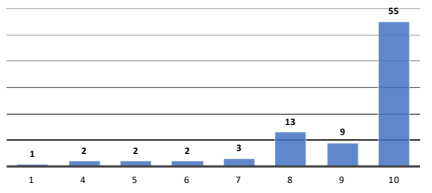
Contact Frequency



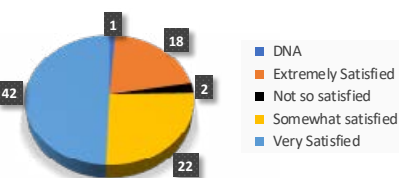
Maintenance



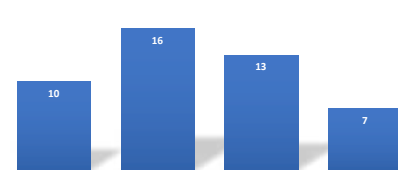
Recommend to others



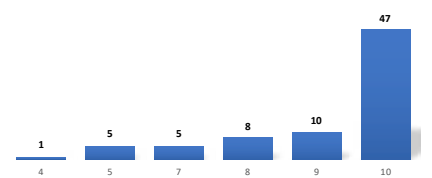
WMCs



Age



Service during COVID



Of the 1,600 Almshouse Charities, Exeter Homes Trust is the 20th largest with 141 Almshouses on eight estates in the city of Exeter. Exeter Homes Trust became a Registered Provider (A1921) in 1976, a Housing Association and is double regulated by the Charity Commission, Homes England and the Regulator for Social Housing.

Almshouses are a charitable form of self sufficient, low cost community housing that is held in trust for local people in housing need. They are managed and run by almshouse charities made up of local volunteers.

Today, 36,000 people are living full and independent lives in almshouses, finding friendships, wellbeing, safety and security inside their walls and within their communities. Through representation, fundraising, and your donations and legacies, The Almshouse Association is working hard with almshouses charities, local authorities and the Government to make it possible for many more to be built.

Exeter Homes Trust's governing Charity Commission Scheme (201530) defines Almshouse beneficiaries as poor (the Charity Commission's word) persons of not less than 55 years of age who are living or have lived

in the area of benefit which means the area falling within a ten mile radius from the Guildhall, High Street, Exeter and capable of independent living. The Trustee reviews the maximum income annually and from the 1st July 2023 that income cap is set at per calendar week, as follows:

- £400 for a single person
- £490 for a couple
- 3% universally applied to property, equity, savings and investments.



Grendon Road Almshouses, 4th Remodelling Project to be undertaken by Exeter Homes Trust



# CONDENSATION, MOISTURE AND MOULD

## What is condensation?

Condensation happens when moisture in warm air comes into contact with a cold surface and turns into water droplets.

This happens more in rooms where there is a lot of moisture, such as in bathrooms and kitchens, or in rooms where there are a lot of people.

Condensation also forms in cold rooms when there is little movement of air. Condensation can form behind furniture, in corners of rooms or in wardrobes.

## What does condensation do to your home?

Condensation can cause mould to form on walls, furniture and soft furnishings (for example, curtains). It can even damage plasterwork and rot wooden window frames.

Damp conditions can also increase the number of house mites.






If anyone in your home has a breathing condition such as asthma or bronchitis, it is important that you control condensation because mould and house mites may make these conditions worse.

## What causes condensation?

Condensation can be caused by the following:

- Too much moisture in the air, often created by steam from cooking and washing.
- There not being enough ventilation.
- Extremes of temperature (for example, a kitchen being very warm and a bedroom very cold).
- Drying clothes inside the home, especially over radiators.
- Moisture produced by everyday activities.

## The moisture being produced in your home...

Two people active for one day	 = 3 PINTS
Cooking and boiling a kettle	 = 6 PINTS
Having a bath or shower	 = 2 PINTS
Washing clothes	 = 1 PINT
Drying clothes	 = 9 PINTS
Using a paraffin or bottled-gas heater	 = 3 PINTS
Total amount of moisture produced in your home in one day	= 24 PINTS

## Important things to remember to control condensation...

- Improve ventilation by opening windows and vents
- Produce less moisture by putting lids on pans while cooking.
- Don't dry clothes in front of a fire or over radiators, dry them outside where possible or use the bathroom with the door shut and the room well ventilated.
- Vent your tumble dryer to the outside.
- When running a bath, put cold water in first as this reduces the amount of steam.







## COST OF LIVING

We are living in difficult times and experiencing new challenges like increased energy prices which are pushing up the cost of living and causing us to find it hard to cope physically, mentally and financially.

Most of us have family and friends who care for us and help us to remain calm in these difficult times and we are grateful for their assistance, but nevertheless, we tend to worry about our finances and are fearful for our future.

Keeping warm is a priority nowadays and many are finding that they have to make difficult decisions concerning utility bills and food.

At EHT, we are committed to ensure to the best of our ability, that our beneficiaries can receive our support, care and encouragement to live their lives to the full. The EHT Team includes our office staff, plus ten voluntary directors, who between them, have a variety of expertise.

So we would like to assure you that if you are having any problems that are causing you difficulties then please pick up the phone, or send us an e-mail and discuss it with us. Please don't suffer in silence.

Our EHT Emeritus Chaplain, Trevor Perkins is also available to EHT beneficiaries, either by phone, or home visit. Confidentiality is assured. Simply call our office **(01392 421162)** to make arrangements.





## EMOLLIENT REMINDER...

### Warning of fire risk when using emollient products

An emollient product may be a moisturising cream applied to the surface of the skin that softens dry skin, keeps it supple and prevents further moisture loss.

Emollient products come in two forms; those that contain liquid paraffin or soft white paraffin as key ingredients. And products containing non-paraffin-based materials.

Cosmetic or medicinal liquid paraffin should not be confused with the liquid paraffin used as a fuel, (also called kerosene). There are a range of medical emollient products on the UK market, some prescribed by the NHS.

However, new fire safety advice, based on scientific evidence, confirms that non-paraffin emollients pose the same fire risk as those containing paraffin.

People who use emollient skin products must be extra careful when near naked flames or other potential ignition sources, (such as when lighting a cigarette or near halogen heaters).

Previous advice had been to wash clothes at suitably high temperatures, however new scientific research has shown that washing does not remove the risk.

### Why are emollient creams a fire risk?

- People who smoke and use emollient creams are at greater risk of setting themselves on fire, as the flammable residue from the cream soaks into clothing, bedding, or dressings.
- Following a number of fatal fires in the UK, Anglia Ruskin University, De Montfort University and the National Fire Chiefs Council (NFCC) Emollient Group confirmed that emollient creams that contain both paraffin and non-paraffin ingredients can be absorbed into clothing and react to an exposed naked flame or heat source, causing the clothing to ignite.
- At De Montfort University Analytical Forensic Chemistry labs, flammability tests have shown that fabrics contaminated with both paraffin and non-paraffin emollients ignite much **quicker** than uncontaminated fabrics.
- The time to ignition can be just a few seconds, which means if someone accidentally sets themselves on fire, their chances of extinguishing the fire or escaping are greatly reduced.
- So please be aware and extra careful when using emollient creams/products.

### Electrical based fire hazards

Please ensure that you do not leave your electrical appliances unattended if you go out. Tumble dryer lint can ignite. Please also check that your USB charger cable is not frayed, as this can be another potential fire hazard.

Exeter Homes Trust residents have enjoyed the ability to phone the office and be seamlessly connected to KS Engineering Ltd since the end of 2014. KS Engineering Ltd have let us know they're ceasing trading at the end of February 2024, hence the decade of 24/7 cover will cease.

Having checked with the Larger Almshouse Charity Network Group, it seems EHT was unique in providing this level of service.



Registered Charity No.201530



## Complete an online fire safety check

DSFR's website have shared a simple online check of your home to help you be safer from the risk of fire. The check will take around 15 minutes:  
[www.dsfire.gov.uk/safety/home/online-home-safety-check](http://www.dsfire.gov.uk/safety/home/online-home-safety-check)

To get the best advice from completing this online home fire safety check we recommend that you answer all the questions as honestly as possible.

If you don't have internet access or you'd prefer to phone us, you can call us on **0800 05 02 999**.

If you're vulnerable or need more help, we can come and visit your home to have a look around – this online check will start this process.

### *Did you know?*

**There are around 35,000 house fires and over 300 fire related deaths in Great Britain each year. By following our tips and advice you can reduce the risk of a fire in your home.**

## GRENDON ROAD ALMSHOUSES

Provided by Exeter Homes Trust

*Compassion, Companionship and Community*



**MAY 2023:** *The remodelling works at Grendon Road are progressing on schedule*



# The increase of Lithium battery fires

Source: Devon and Somerset Fire and Rescue Authority

[www.dsfire.gov.uk/safety/home/battery-fires?dm\\_i=58YG,U2GR,42A82Z,3JHE4,1](http://www.dsfire.gov.uk/safety/home/battery-fires?dm_i=58YG,U2GR,42A82Z,3JHE4,1)

## DO NOT STORE DEVICES POWERED BY LITHIUM BATTERIES IN YOUR ALMSHOUSE

**We've seen an increase in the number of fires caused by lithium-ion batteries. See how you can use and store them safely to reduce your fire risk.**

### What is a lithium-ion battery?

They are the rechargeable batteries in electrical items such as mobile phones, laptops, e-scooters, e-bikes and e-cigarettes. The device you're reading on right now is probably powered by a lithium-ion battery.

### The dangers

These batteries are safe during normal use, but present a fire risk when over-charged, short-circuited, submerged in water or damaged.

They are a main cause of waste fires and can be extremely dangerous when thrown away with general rubbish, or mixed with recyclable materials like card, metal and plastic. Lithium-ion batteries are extremely sensitive to high temperatures and inherently flammable. They cause fires that quickly spread and are difficult to extinguish, causing widespread damage

### Causes of battery fires

- Rapid overheating (a process called thermal runaway) leading to fire or explosion.
- Overcharging – exceeding the recommended

charging time or voltage can cause overheating and potential fire hazards.

- Damaged batteries - may release flammable electrolytes, increasing the risk of fire.
- Exposure to high temperatures – accelerates the ageing process for batteries and increases the likelihood of a battery failure.

### Our safety advice

- Keep batteries in a cool, dry place away from flammable materials and direct sunlight.
- Recycle damaged or swollen batteries at designated recycling points.
- Always use the charger supplied with the device or recommended by the manufacturer.
- Avoid overcharging - use a charger with automatic shutoff or a timer to prevent overcharging.
- Never leave batteries unattended while charging and do not charge them overnight.
- If a battery shows signs of swelling, overheating, or emitting smoke, safely remove it and report the incident to appropriate authorities.

**Store  
batteries  
safely and  
correctly**

**Recycle  
damaged  
batteries  
safely**

**Use the  
charger  
supplied  
with the  
device**





## E-bikes and e-scooters

This image was taken at a fire we attended involving an electric bike. Our crews had to rescue five people from a building due to the escape route being blocked by the fire.



If you use rechargeable bikes, scooters, motorbikes or mobility scooters make sure you follow our safety advice.

- Make sure you have working smoke alarms on every floor of your home and in the room where you charge the bike/scooter.
  - Always use the charger supplied with the device or recommended by the manufacturer
  - If you spot signs of wear and tear or damage, buy an official replacement charger for your product from a reputable seller.
  - Keep escape routes clear so you can evacuate quickly and safely.
- Do not charge the battery overnight.
  - Do not charge the batteries for any longer than they need to fully charge.
  - Plug the cable into a mains socket rather than an extension lead.

**As a Resident of Exeter Homes Trust, if you encounter an emergency situation or what you perceive to be an unlawful incident in or around your home or Almshouse estate, please phone 999 in the first instance.**

Exeter Homes Trust does not provide support or extra care services.

The Exeter Homes Trust phone number 01392 421162 is switched through automatically to KS Engineering Ltd (EHT's mechanical & electrical services contractor) between 17:00 hours and 09:00 hours and weekends and bank holidays. This arrangement has been in place since Autumn 2014. This service was available throughout the COVID-19 Emergency and is a valuable resource for residents.

**Avoid  
over-  
charging**

**Do not leave  
batteries  
while  
charging**

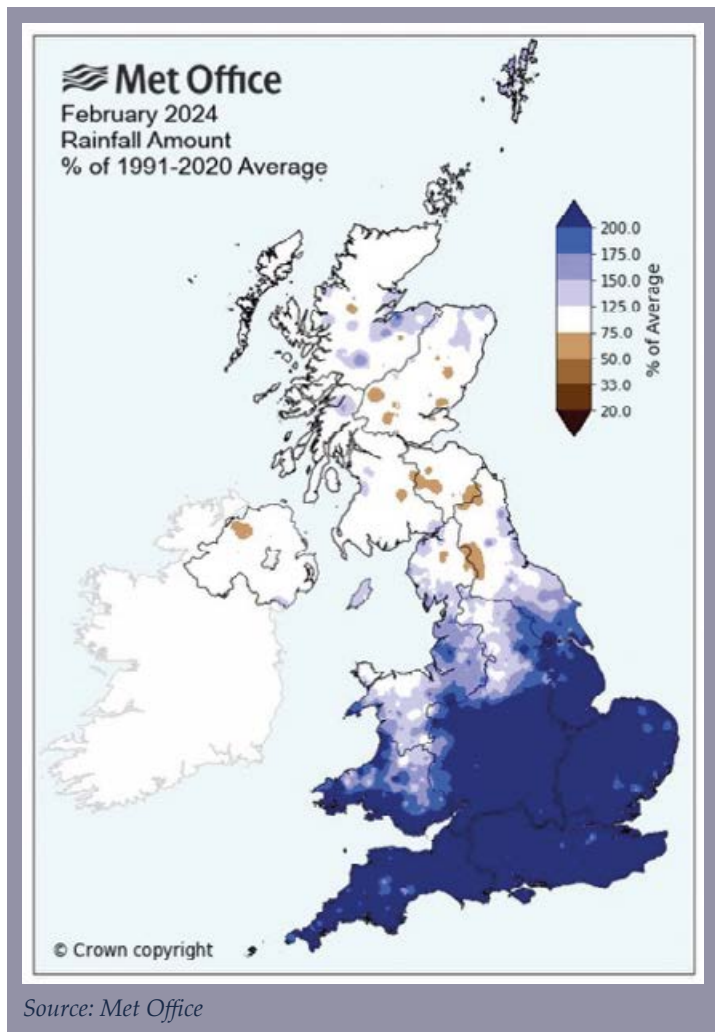
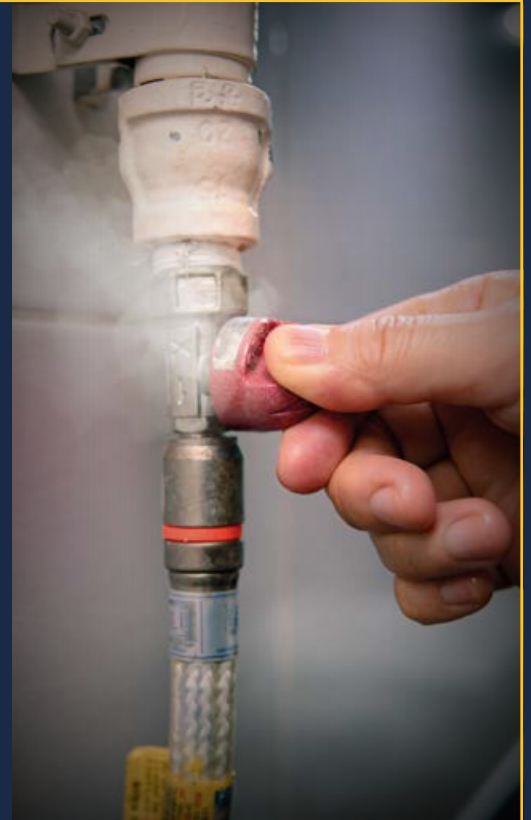
**Replace  
damaged  
batteries &  
chargers**



# WHAT TO DO IF YOU SUSPECT A GAS LEAK...

If you suspect a gas leak you should:

- turn off gas supply at the meter
- open all doors and windows
- do not smoke
- extinguish any naked flames
- do not operate electrical light or power switches (on or off), use the door bell or use a mobile phone
- phone the emergency gas number on  
**0800 111 999**



You will appreciate the amount of adverse weather Exeter has experienced recently.  
Please take care in your everyday lives.



Please remember to take your Almshouse keys with you.

A callout for the locksmith is costly.

## IMPORTANT NOTE

As a Resident of Exeter Homes Trust, if you encounter an emergency situation or what you perceive to be an unlawful incident in or around your home or Almshouse estate, please phone 999 in the first instance.







# EXETER HOMES TRUST LOCATIONS

Exeter Homes Trust owns 141 Almshouses across nine sites in Exeter, and buildings range from Victorian to mid-war, post-war and contemporary.



- |  |  |
|--|--|
| <p><b>1</b> Culverland Road EX4 6JJ<br/>(24 x contemporary apartments)</p>                               | <p><b>6</b> North Park Almshouses, Magdalen Road EX2 4SU<br/>(20th cent. buildings with 12 apartments)</p> |
| <p><b>2</b> Livery Dole Flats, Magdalen Road EX2 5DT<br/>(15 x 1980s flats)</p>                          | <p><b>7</b> Fairpark Almshouses, Fairpark Road EX2 4HL<br/>(12 x 20th cent. apartments)</p>                |
| <p><b>3</b> Livery Dole Cottages, Magdalen Road EX2 5DT<br/>(11 apartments in a 19th cent. building)</p> | <p><b>8</b> Hurst Trumps Almshouses, Fairpark Road EX2 4HL<br/>(8 x 20th cent. apartments)</p>             |
| <p><b>4</b> Grendon Road EX1 2NJ<br/>(19th cent. building with 22 apartments)</p>                        | <p><b>9</b> Atwill Palmer, New North Road EX4 4JT<br/>(24 apartments in 19th cent. buildings)</p>          |
| <p><b>5</b> Magdalen Cottages, Magdalen Road EX2 4SX<br/>(19th cent. buildings with 13 apartments)</p>   | <p><b>10</b> Exeter Homes Trust Office<br/>6 Southernhay West Exeter, EX1 1JG</p>                          |