



EXETER HOMES TRUST BULLETIN

APRIL 2023

Compassion, Companionship and Community

Dear Residents,

We have booked the Exeter Guildhall from **14:00 hours to 15:30 hours** on **Thursday 14th September 2023** for the Annual Residents Meeting (ARM). This is your opportunity to let Exeter Homes Trust know what you would wish to see on the Agenda at the ARM.

Residents are always afforded plentiful and timeous notice of the ARM. Giving people the chance to shape decisions affecting their Almshouses is a great idea. But can you have too much of a good thing?

Exeter Homes Trust's residents consult / interface as part of an ongoing process, by phone, letter, email, personal visits to 6SW and 24-hour emergency service, as well personal contact with colleagues visiting the estates and in the City. In fact, the case can be made that non-attendance of the ARM is good, signifying contentment, satisfaction. Coupled with residents working and having other outside pursuits to occupy their time.

Some suggestions:

- The Architect for Grendon Road Remodelling to speak about this investment in Almshouses for the 21st Century
- A speaker on the history of Exeter
- Representative from KS Engineering Ltd who provide 24/7/365 out of hours phone cover and mechanical & electrical services
- Trevor Perkins, Emeritus Chaplain, giving a talk



Korky the guide dog with his two trainers
(from 22/09/2016 ARM at the Barnfield)



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

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.

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

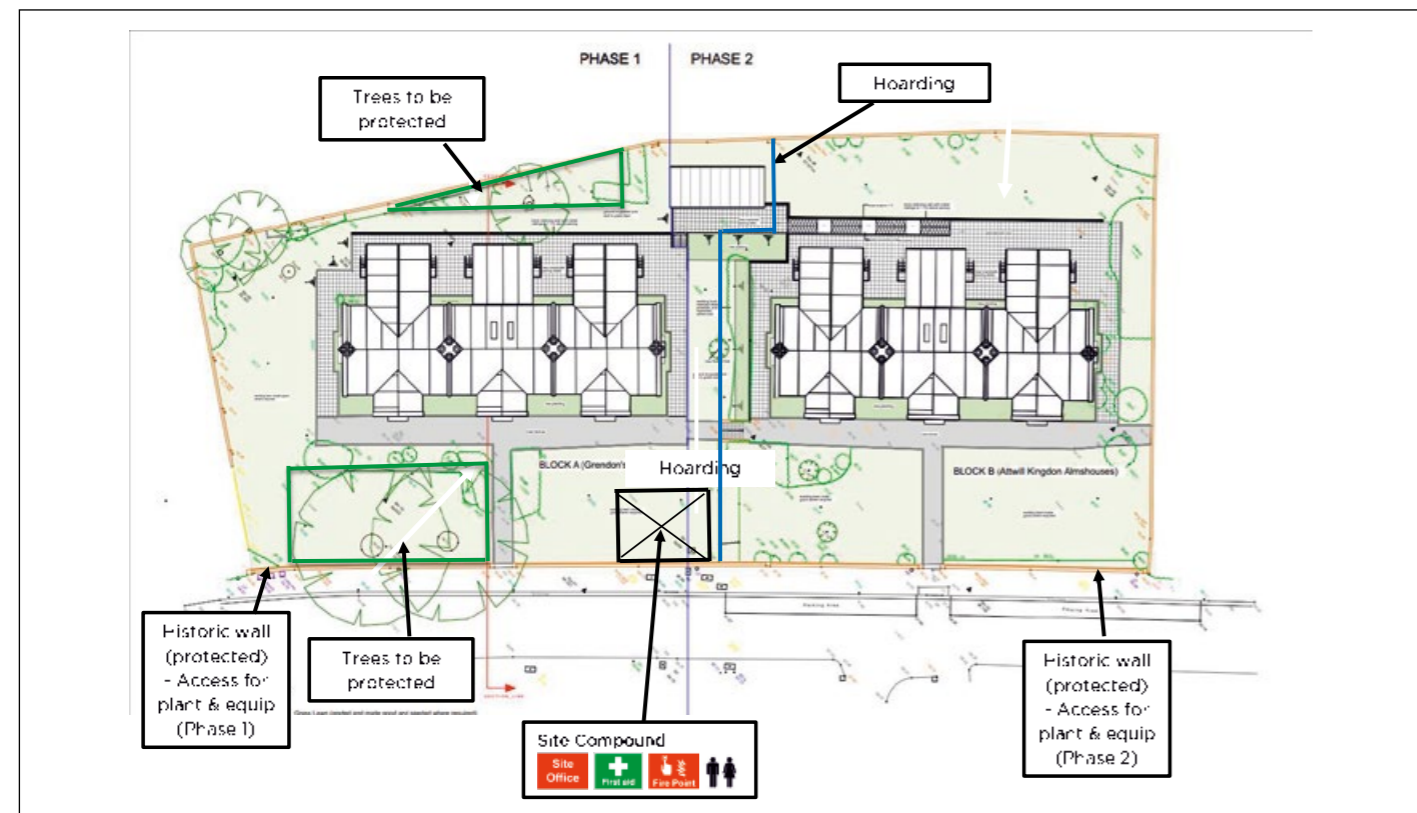
GRENDON ROAD REMODELLING

The Grendon Road remodelling works have now commenced with Fifields, the appointed Contractor, having taken possession of the first block at the end of February.

Residents may recall that Fifields undertook the remodelling of Magdalen Cottages and Atwill Palmer almshouses over the last few years. The works will have the benefit of grant from Homes England. Included is the demolition of the small extensions to the rear and their replacement with new extensions which will house new kitchens and bathrooms, both well insulated to ensure they are warm and pleasant to use. All homes will have gas fired heating and hot water, which both meets the energy requirements and is the most cost-effective for residents to run.

Enabling works have started on site, with measures for protecting the existing structures and we have installed our temporary road on the site for the ground-workers and demolition contractors to commence.

Subject to asbestos clearance, we anticipate demolition of the existing 2-storey rear extensions starting during week commencing 13/3/23.



RESIDENT SATISFACTION SURVEY

We are always looking for ways to improve and enhance our service, and your feedback is an essential and valuable aid. If you could spare a few moments to fill out our survey below, detach it from the newsletter and return it to 6 Southernhay West, Exeter EX1 1JG.

Overall, how satisfied are you with your home? *(please circle)*

Extremely satisfied Very satisfied Somewhat satisfied Not so satisfied Not at all satisfied

How long have you been a resident here? *(please circle)*

Less than 1 year 1-3 years 4-6 years 7-9 years Over 10 years

How often do you contact management about maintenance issues or any other concerns? *(please circle)*

Extremely often Very often Somewhat often Not so often Not at all often Never

Are you satisfied with maintenance services? *(please circle)*

Extremely satisfied Very satisfied Somewhat satisfied Not so satisfied Not at all satisfied

How likely is it that you would recommend living here to a friend or colleague? *(please circle)*

Not at all likely 0 1 2 3 4 5 6 7 8 9 10 Extremely likely

How do you find your WMCs (rents) comparable to other rents in the city of Exeter? *(please circle)*

Extremely satisfied Very satisfied Somewhat satisfied Not so satisfied Not at all satisfied

The COVID-19 Emergency began on 23rd March 2020. EHT colleagues and panel contractors have key-worked in the intervening three-year period. How do you rate the service you have experienced in this turbulent era?

Poor service 0 1 2 3 4 5 6 7 8 9 10 Great Service

Do you have any other comments, questions or concerns?

What is your age? *(please circle)*

55 to 64 65 to 74 75 to 84 85 or older

Name: _____ Address: _____

Telephone: _____ Email: _____

Site Layout Plan

Project: Grendon Almshouses

Date: 17/02/23

Project Ref:

B23/3009

