



# EXETER HOMES TRUST BULLETIN

AUGUST 2023

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)

## ANNUAL RESIDENTS MEETING

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).

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 for speakers:

- The project manager for Grendon Road Remodelling to speak about this investment in Almshouses for the 21st Century
- 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

Please phone **01392 421162** or email **[info@exeterhomestrust.com](mailto:info@exeterhomestrust.com)** to let us know you are planning to attend.

### 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.**

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.

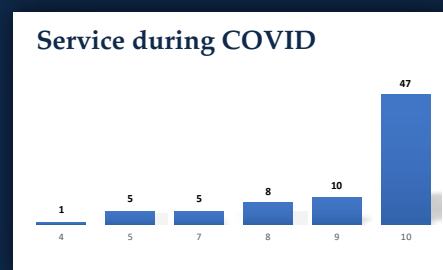
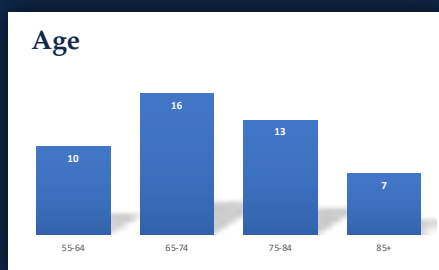
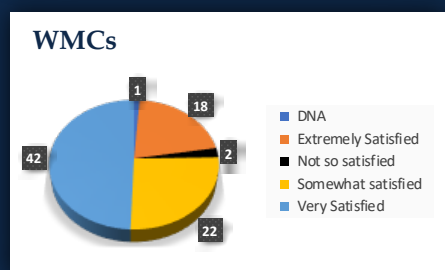
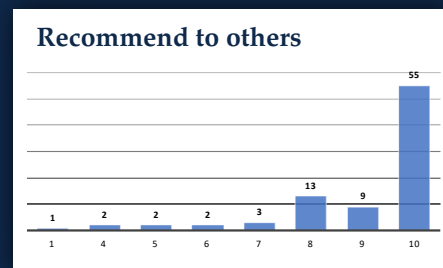
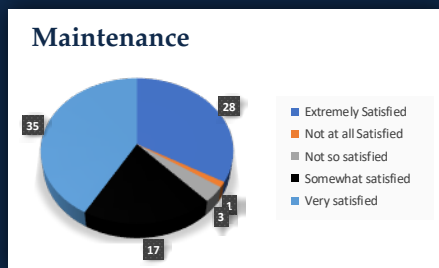
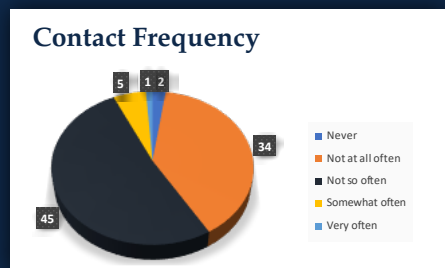
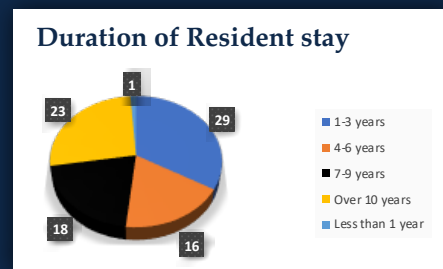
Exeter Homes Trust does not provide support or extra care services.



Registered Charity No.201530

# 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):



Of the 1,600 Almshouse Charities, Exeter Homes Trust is the 20th largest with 143 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