



# EXETER HOMES TRUST BULLETIN AUGUST 2025

*Compassion, Companionship and Community*

## TENANT SATISFACTION MEASURES

We're committed to providing quality homes and services that put our residents at the heart of everything we do. Our Tenant Satisfaction Measures (TSMs) results help us understand what we're doing well and where we can do better.

### What are TSMs?

The TSMs were introduced by the Regulator for Social Housing in 2024, following an Act of Parliament in 2023. These help us to understand how well we're serving you and where we need to improve. They include:

- 12 resident satisfaction measures
- 14 performance measures

Source: Peabody

<https://www.peabody.org.uk/your-community/our-performance/tenant-satisfaction-measures/>



*“ The Tenant Satisfaction Measures Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) ”*

## Reduce your risk of fire at home

Learn how to stay safe by tackling the top five fire risks:

- ① **Cooking** – Never leave cooking unattended, especially with oil, and avoid drinking while cooking.
- ② **Electrical fires** – Use the correct charger and charge devices on hard surfaces.
- ③ **Faulty appliances** – Don't run appliances like dryers or washing machines when out or asleep. Avoid extension leads for powerful devices.
- ④ **Smoking** – Smoking is never permitted in your Almshouse.
- ⑤ **Candles** – Use battery-powered lights. Never leave candles unattended.

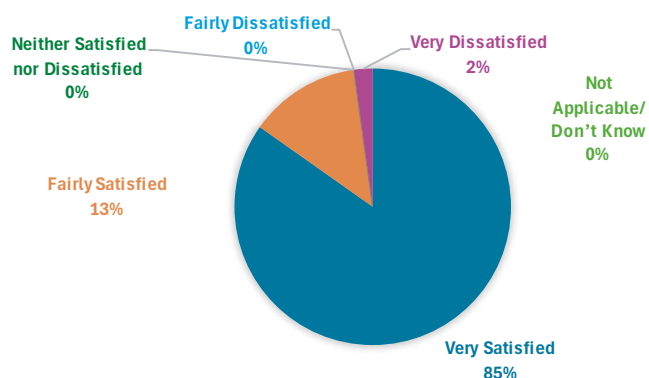
Working smoke alarms save lives. Find more tips on the Devon and Somerset Fire and Rescue Service website - [dsfire.gov.uk](https://www.dsfire.gov.uk)



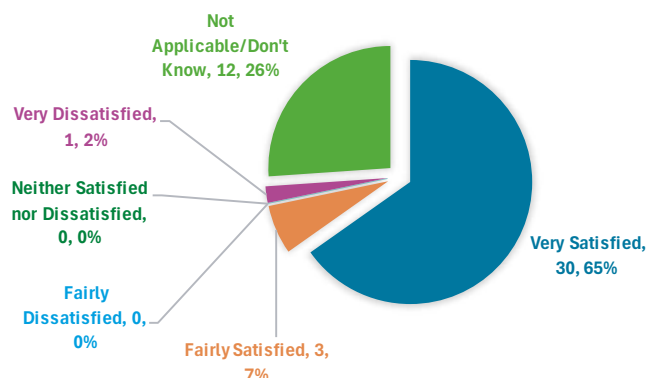
# RESIDENT SATISFACTION SURVEY

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 2025 survey (based on 35.1% return):

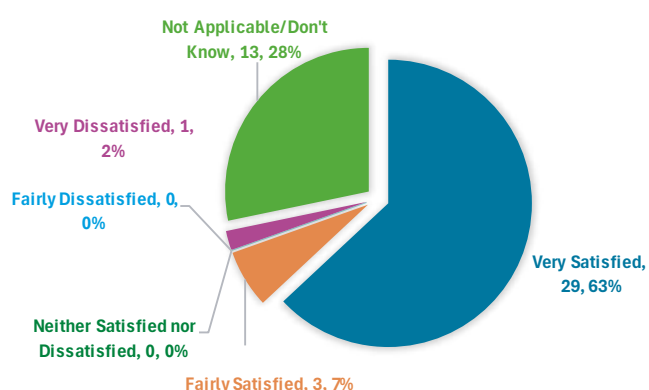
Taking everything into account how satisfied or dissatisfied are you with the service provided?



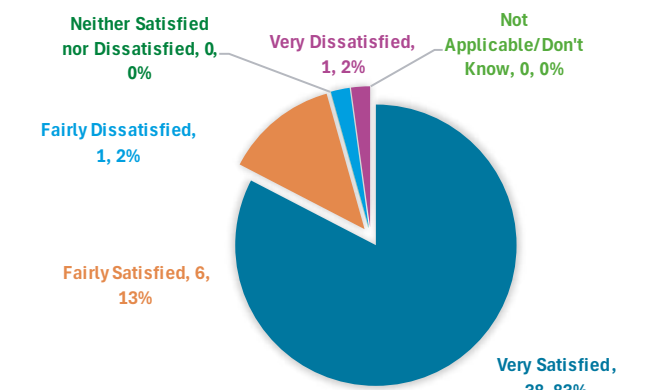
How satisfied or dissatisfied are you with the overall repairs service over the past 12 months?



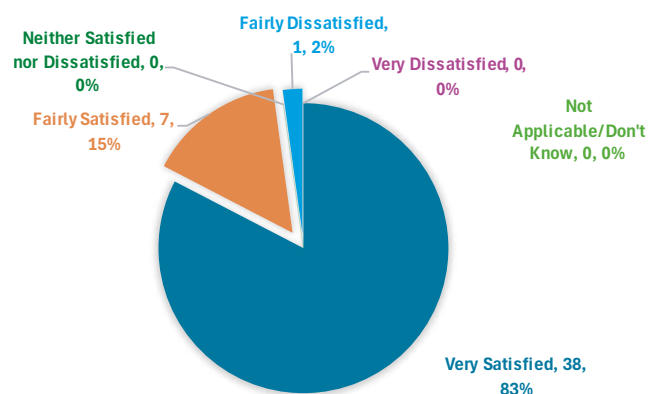
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



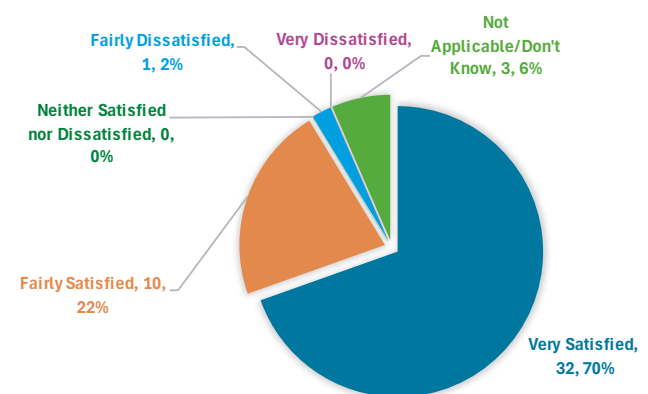
How satisfied or dissatisfied are you that Exeter Homes Trust provides a home that is well maintained?



How satisfied or dissatisfied are you that Exeter Homes Trust provides a home that is safe?



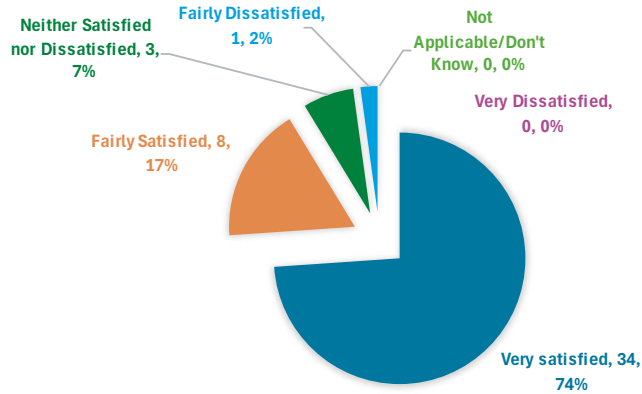
How satisfied or dissatisfied are you that Exeter Homes trust listens to your views and acts upon them?



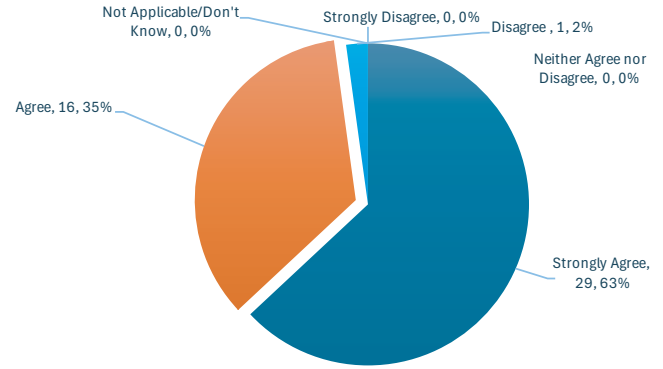
As a Resident of Exeter Homes Trust, if you encounter an emergency situation or what you perceive to be an unlawful incident in or around your home or Almshouse estate, please phone 999 in the first instance.

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

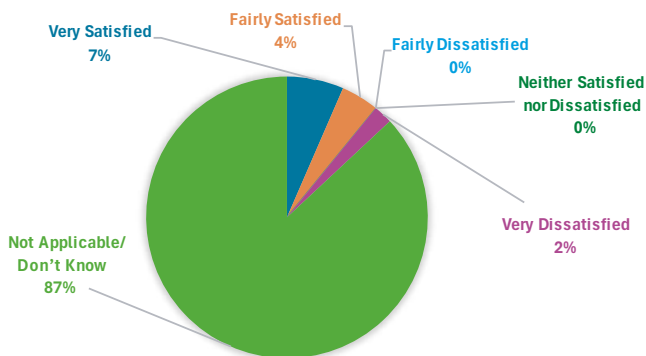
**How satisfied or dissatisfied are you that Exeter Homes Trust keeps you informed about things that matter to you?**



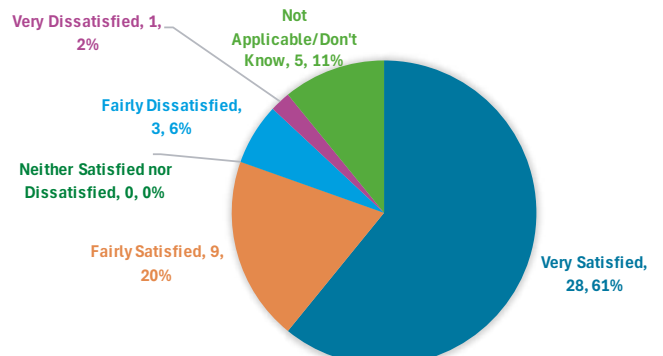
**To what extent do you agree or disagree with the following: Exeter Homes Trust treats me fairly and with respect?**



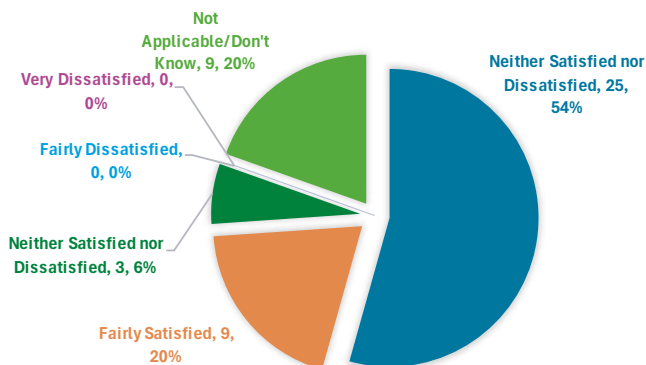
**How satisfied or dissatisfied are you with Exeter Homes Trust's approach to complaints handling?**



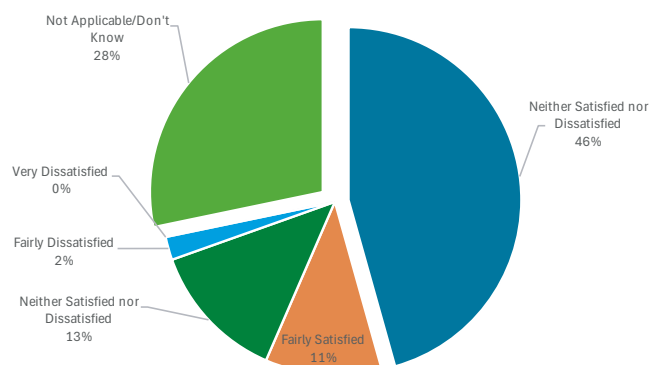
**How satisfied or dissatisfied are you that Exeter Homes Trust keep communal areas clean and well maintained?**



**How satisfied or dissatisfied are you that Exeter Homes Trust makes a positive contribution to your neighbourhood?**



**How satisfied or dissatisfied are you with Exeter Homes Trust's approach to handling anti-social behaviour?**





# PROPERLY DISPOSING OF WASTE

**Exeter Homes Trust has been informed that a Beneficiary is disposing of their rubbish by placing it over the boundary wall to their estate.**

Littering and fly-tipping are criminal offences under the Environmental Protection Act 1990 which can lead to fines, and in more serious cases, criminal convictions.

All residents are responsible for ensuring their food waste, general rubbish and recycling are disposed of carefully and appropriately in the correct bins. Waste should not be disposed of in any other manner on their estate.

General waste should be put in your black bin and recycling should be placed in the green bin. Please find below a summary of items that can and cannot be recycled in your green bin.

## **Items that can be put in the recycling:**

- ☒ **drink cans, food tins, aerosols, aluminium foil**
- ☒ **plastic drinks bottles, plastic household cleaning bottles, plastic food containers**
- ☒ **carrier bags, bread bags, polythene bags/film and bubble wrap**
- ☒ **paper, newspapers & magazines, cardboard, junk mail and envelopes, catalogues, phone directories and small amounts of shredded paper inside paper envelopes or paper bags**

## **Items that must be taken to recycling banks or recycling centres:**

- ☒ **glass**
- ☒ **batteries**
- ☒ **nappies and pads**
- ☒ **mixed-material items, such as blister packs that contain foil and plastic**
- ☒ **wrapping paper and greetings cards**
- ☒ **pouches (for pet food, baby food, etc.)**
- ☒ **crisp packets and confectionery packets; clear bags/packets/film that springs open after being 'scrunched'**
- ☒ **cartons**

If you have any queries regarding Exeter City Council's recycling policies, or if you require additional waste bins, please contact them directly.

Please also ensure you are not feeding any animals or birds in the communal grounds, especially seagulls, as this can create additional mess and attract other pests. Seagulls, rats and squirrels all carry various diseases including Leptospirosis and Salmonellosis.

## MAKING A LASTING DIFFERENCE WITH A FREE WILL

The Almshouse Association has partnered with Farewill, the UK's leading will-writing service, to offer supporters a simple, free way to write a will online in just 15 minutes.

This service allows you to provide for your love ones and, if you choose, leave a gift to The Almshouse Association. Your legacy can help ensure the continued support of almshouses across the UK, providing safe and affordable homes for those in need.

To get started, contact [davidburton@almshouses.org](mailto:davidburton@almshouses.org), call us on 01344 452922 or visit our website [www.almshouses.org/leave-a-legacy](http://www.almshouses.org/leave-a-legacy)

Source: The Almshouse Association  
[www.almshouses.org/leave-a-legacy](http://www.almshouses.org/leave-a-legacy)



Farewill is an award-winning, top-rated will-writing provider, known for its accessible and stress-free service.

