



EXETER HOMES TRUST BULLETIN

JUNE 2026

Compassion, Companionship and Community

IVOR HAYES RETIREMENT

AFTER 35 years dedicated service to the landscape and residents of Exeter Homes Trust, gardener, Ivor Hayes is swapping welly boots for slippers and hanging up his trowel as he takes a well-deserved retirement.



Starting with the Trust in August 1991, Ivor quickly became a firm favourite with residents with his care and dedication to maintaining a high standard across the Trust's estate. But it wasn't just his dedication to the gardens residents appreciated, it was also his willingness to take time out to get to know the residents and assist them wherever he could.

Ivor was given a fitting send off at a retirement get together in April with the residents of Grendon Road in the communal room with refreshments supplied by the Trust. Ethan Watts, General Manager of Exeter Homes Trust said:

“In the short time I have known Ivor, I have realised he is not only valued by the staff and directors of the trust, but also by the most important people, the residents”

Exeter Homes Trust wish Ivor all the best in his retirement.

WELCOME BACK!

After a year away on maternity leave, we welcome back Housing Officer Nastassia Thoma.

Nastassia has been with the trust for over 12 years and has seen considerable change but has always remained a firm fixture and a friendly face to residents and contractors alike.

Over the coming weeks, Nastassia will be out and about around the Exeter Homes Trust estates getting reacquainted with long standing residents and getting to know the new.

LEADING UK BANK WARNS OF 'CRUEL' SCAM TARGETING OLDER AND VULNERABLE PEOPLE

UK High Street bank, TSB, is warning the public over a spate of 'friendship fraud' scams in which scammers target older and vulnerable people's loneliness and desire to seek a connection.

Data collected by TSB shows a series of scams in which criminals are using social media to connect with potential victims and establish 'friendships' with them before extracting money that can extend into the tens of thousands of pounds.



TSB fraud expert Stephanie Harrison warns the fraud mirrors romance fraud in its approach with the fraudsters building a rapport with the victim before demanding money. She said;

“ Scammers are targeting older and vulnerable people's life savings, by preying on their goodwill and desire for company and friendship, with the cruel and fake promise of online companionship.

One case saw a TSB customer in their 70s building a friendship with a new contact on Facebook. After the building trust with regular conversations, the scammer threatened to cut contact unless the victim sent gift

cards and payments. In this case the TSB were able to support their customer with a refund of over £3,000.

Advice from expert, Stephanie Harrison, on how to avoid becoming a potential victim includes:

- 1 Online groups can be a great way to meet people with similar interests but remain suspicious and don't give away personal information or money to someone you cannot verify as real.
- 2 With the use of AI, fraudsters are becoming more convincing - as AI produced images look more authentic, don't trust someone based on an image alone.
- 3 Fraudsters can produce elaborate stories to demand money - be wary of such requests and if the conversation turns to money it's time to stop
- 4 It can be difficult to discuss friendships and online contact, but being open can make all the difference when it comes to fraud. Get friendly impartial advice about your online connect from someone close by and allow them to help you to spot holes in someone's story.
- 5 Check in on your friends and family, especially those who may be vulnerable. This may give you a sense of who they are talking to and whether it could be a fraud.

If you believe you are the victim of a fraud you can report it at **reportfraud.police.uk** or by calling **0300 123 2040**. Also speak to your bank for further advice.

WELCOME TO EXETER GARDEN MAINTENANCE

Following the retirement of Trust gardener, Ivor Hayes, Exeter Homes Trust has appointed Exeter Garden Maintenance to carry out the maintenance of the Trusts grounds. Site visits are scheduled to commence the week beginning 4th May 2026.

Exeter Garden Maintenance have built a solid reputation among many local companies and social housing organisations for their commitment towards grounds maintenance across the city with their qualified and experienced gardeners

Over the coming months the Trust will be working with Exeter Garden Maintenance to ensure a smooth transition of services.

OUT OF HOURS

The Exeter Homes Trust office is open Monday – Friday 9am – 5pm. If you have an issue with your property during that time, please call the office.

If you have an out of hours emergency call, you can call the office, and your call will be diverted to our emergency line. An emergency call out is something which has the potential to cause danger to someone's health and safety or cause immediate serious damage and destruction to a property, home or building.

Examples of emergency repairs include:

- ▶ No heating or hot water during the winter months
- ▶ Total or partial loss of electrics to the whole property (multiple lights or power outlets not working)

- ▶ Unsafe power – e.g. sparks from electrics
- ▶ Total or partial loss of mains water supply (such as no water to entire bathroom, but water in your kitchen)
- ▶ An uncontrollable leak – e.g. burst pipe, water tank or any leak that is affecting electrics or could cause damage to the property.

Standard maintenance issues that do not constitute an emergency will not be dealt with until the next working day. Please note you may be charged if the call out is found to be of a non-urgent nature.

Out of hours times are: After 5pm Monday to Friday, weekends and bank holidays.

ENABLING SERVICES IN EXETER

We all want to remain independent in our own homes for as long as possible and additional help through enabling services can be a valuable resource.

Enabling services can help with most day to day tasks including:

- Shopping and errands
- Light housework, dusting and vacuuming
- Laundry, including making and changing beds
- Preparing meals and checking food expiry dates
- Travel to appointments
- Bill paying, paperwork and budgeting
- Collecting prescriptions.



If you would like to employ an enabling service to help you maintain your independence at home several companies exist around the Exeter area including:

1. Your Enabling Service

www.yourenablingservice.co.uk

Telephone: 07305 239721 or 07719 010688

2. Age UK Exeter

Email: enabling@ageukexeter.org

Telephone: 01392 455606

3. Ace Enabling Services Ltd.

Email: aceenablingservicesltd@gmail.com

Telephone: 07929 404731

4. Creative Enabling Ltd.

Email: contact@creative-enabling.co.uk

Telephone: 01395 904680

Other enabling services are available in the area, more details can be found via your GP surgery.

Please be aware that any cost associated with an enabling service would be the responsibility of the individual.

ECO CLEAN EXETER – EXETER’S CHOICE FOR A GREENER WORLD

We all need a little help with the household chores occasionally, and Eco Clean Exeter are on hand to assist with cleaning jobs around the home both big and small.

Using eco-friendly, UK made products, Eco Clean Exeter makes light work of getting around the city and cut through the congestion with the use of a fully equipped e-bike, ‘powered’ by their trusted and DBS checked staff.

But that isn’t all, Exeter Homes Trust residents are being offered an exclusive £20 off their first clean when making a booking!



www.ecocleanexeter.com

More information can be found at www.ecocleanexeter.com or by scanning the QR code

Book your Eco Clean Today!

- DBS Checked
- BCCA-Certified
- Satisfaction Guarantee
- Travel by e-bike (low carbon)
- All equipment and eco products supplied
- Zero-waste approach
- We can also look after your office and car!



Flexible Schedule



Eco Friendly Products



Deep Cleaning



Trusted Staff



Scan here to book

WHAT’S ON IN EXETER Courtesy of Visit Exeter (www.visitexeter.com)

SILENT BOOK CLUB

Free to attend and bring your own book! Come along and join an ever-growing community of readers.

Attendees arrive between 6pm and 6:30pm, at around 7:30pm stick around for post reading debriefs, chats and a drink (although there’s no pressure).

Location: Topsham Brewery, Exeter Quayside, on the first Wednesday and third Monday of each month.

12 Bar Music and Social, Paris Street on the last Thursday of each month.

Time: 6pm to 8pm

Cost: **Free** to attend.

JAZZ ON THE QUAY

A fun, **FREE** afternoon of music featuring some of the counties best known jazz groups including City Steam Jazz Band.

Location: Exeter Quayside

Date: Every Sunday from 28th June to 30th August (except 26th July)

Cost: **Free**

EXETER CRAFT FESTIVAL

Set on the historic Cathedral Green, this celebration of art, craft and entertainment has been an annual fixture for over 40 years. Over 100 stalls showcasing the work of the West Country’s best artists and makers.

Location: Cathedral Green

Date: 9th, 10th, 11th July

Cost: **Free** to enter

FORE STREET FLEA

Celebrating its 10th anniversary, this iconic market has become a firm favourite in Exeter, drawing crowds to the city’s West Quarter to discover its indie businesses, community and celebration.

Location: Fore Street, Exeter

Date: 17th May, 19th July, 13th September and 22nd November 2026