



**WILLOW TREE**  
HOUSING PARTNERSHIP

# NEWSLETTER SUMMER 2026

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# WHEN A COMMUNITY STANDS TOGETHER, CHANGE HAPPENS

When a new tenant moved into the ground floor flat, everything seemed calm at first. But within a few weeks, neighbours began noticing unusual activity, an unauthorised person staying at the property, late night visitors, raised voices, and doors slamming at all hours.

## WHAT HAPPENED NEXT IS THE HEART OF THIS STORY

Instead of suffering in silence, the neighbours did something powerful; they talked to each other. They compared experiences, supported one another, and agreed on what they were seeing and hearing. Due to their information being clear, consistent, evidenced and aligned, Willow Tree Housing Partnership (WTHP) could step in quickly and confidently.

Residents kept diary sheets. They provided witness statements. They checked in on one another. This wasn't just reporting — it was a community quietly saying, **"We deserve peace, and we'll work together to get it."**

With this strong foundation, WTHP approached the tenant. At first, the tenant was receptive and genuinely unaware of how much noise travelled through the building. Things improved — briefly. When the disturbances returned, the community once again acted together, and that unity allowed us to take firmer action.

We introduced an Anti Social Behaviour Contract as part of the tenant's sustainment plan.

It included expectations such as:

**No visitors between 11pm and 7am except in emergencies**

**No slamming doors**

**No gatherings in communal areas**

**Respect for neighbours and shared spaces**

Throughout the process, we worked closely with police and environmental health, ensuring the response was thorough, fair, and supported by the right agencies.

Four weeks later, the difference is remarkable. The disturbances have stopped. Neighbours feel safer, calmer, and more connected. The tenant is meeting the expectations set out in the contract.

**But the real success here isn't just the quiet — it's the community.**

This case shows what happens when neighbours communicate, support one another, and trust WTHP with clear, succinct information. When a community stands together, positive change isn't just possible — it can make a real difference.



# COMMUNITY DEFIBRILLATOR

Defibrillator Installed at Buckland Monachorum Cricket Club with support from Willow Tree Housing Partnership



Willow Tree Housing Partnership (WTHP), following the completion of our development of 1, 2 and 3-bedroom homes in Crapstone, are proud to have contributed to the installation of a life-saving defibrillator. This is situated at Buckland Monachorum Cricket Club in Crapstone and reinforces our ongoing commitment to supporting the local community.

The newly installed Automated External Defibrillator is now available at the cricket club for use in emergency situations, providing vital assistance in cases of sudden cardiac arrest. Accessible to both club members and the wider community, this device has the potential to make a critical difference by delivering immediate care while emergency services are on their way. Sudden cardiac arrest can happen to anyone, at any

time, and rapid access to a defibrillator significantly increases the chances of survival. Having this equipment located at a central and well-used venue such as Buckland Monachorum Cricket Club ensures it is readily available during matches, training sessions, and other community events.

WTHP's contribution formed part of a collaborative effort involving local organisations and volunteers, all working together to enhance safety provisions within the village. The initiative reflects a shared commitment to creating a safer environment and empowering residents with life-saving resources.

## The Clerk for Buckland Monachorum Parish Council said:

### A BIG THANK YOU.

Buckland Monachorum Parish Council would like to say a big thank you to Willow Tree Housing for their generous donation towards a defibrillator. The new defibrillator has been installed at Pilchers Field in Crapstone. The equipment is available 24/7 for any member of the public to access. This now means that the parish council supports life-saving equipment in all five of the surrounding villages, which wouldn't have been possible without the donation"



This contribution highlights WTHP's dedication not only to providing quality housing but also to investing in the wellbeing and resilience of the communities it serves. By supporting projects like this, the organisation continues to demonstrate the value of partnership and proactive community engagement.

Residents and visitors to Crapstone can take reassurance in knowing that this essential piece of life-saving equipment is now in place—thanks to the combined efforts of local supporters, including Willow Tree Housing Partnership.

# HOME SAFETY INFORMATION

As part of our ongoing commitment to maintaining a safe and secure living environment, we are providing this Health & Safety reminder to all residents

## FIRE DOORS

Fire doors are a critical safety feature designed to prevent the spread of fire and smoke. As a resident, you play a key role in ensuring they function properly. Your responsibilities include:

**Keep it closed:** Fire doors must remain shut to prevent the spread of fire and smoke.

**Do not tamper:** Never remove or disable door closers, seals, or hinges. Do not add anything to the door e.g. chains, doorbells or cat flaps.

**Report issues:** If the door is damaged or doesn't close properly, notify us immediately.

**No obstructions:** Do not wedge the door open or block it with furniture or other items.

**Check function:** Ensure the door closes fully and latches securely.

**Keep access clear:** Maintain a clutter-free area around the door for safe exit during emergencies.

## SMOKE ALARMS

All Willow Tree Housing Partnership (WTHP) properties have mains powered smoke alarms installed; these are a vital part of your home's fire safety system. These will always be in the kitchen and hallway. Additional alarms may also be installed in the lounge of your home. Also, as part of your gas or renewable service, the smoke alarm will be tested. If you have electric heating, you will be contacted by Gregor Heating to arrange to test your alarms and install additional alarms if necessary.

To ensure they protect you when it matters most, please remember the following:

**Test regularly:** Press the test button on your smoke alarm at least once a month to confirm it's working.

**Keep it clean:** Gently vacuum around the alarm to remove dust that could affect its performance.

**Report faults:** If your alarm isn't working properly or beeping, contact customer services right away.

## ASBESTOS

Asbestos may be present in older buildings and poses health risks if disturbed. To help keep everyone safe, please follow these important guidelines:

**Do not disturb:** Never drill, sand, or damage walls, ceilings, or floors that may contain asbestos.

**Avoid DIY work:** Do not carry out repairs or renovations without approval from WTHP.

**Report concerns:** If you suspect damage to materials that may contain asbestos, notify us immediately.

**Leave it to professionals:** Only licensed contractors should handle or remove asbestos-containing materials.

## FIRE SAFETY NOTICE

Your safety is our top priority. WTHP carry out Fire Risk Assessments of communal areas on a 2 yearly basis; this ensures our buildings are safe. Please take a moment to review and follow these important fire safety guidelines:

**Know your escape routes:** Familiarise yourself with the nearest fire exits and evacuation procedures.

**Do not tamper with fire safety equipment:** This includes smoke alarms, fire extinguishers, fire doors, and alarm systems.

**No smoking in communal areas:** Smoking is strictly prohibited in hallways, stairwells, and shared spaces.

**Use candles and heaters safely:** Never leave them unattended and keep them away from flammable materials.

**Report hazards:** If you notice blocked exits, faulty alarms, inform us immediately.

**Read fire safety notices:** These contain vital information about what to do in case of a fire.

# HOME SAFETY INFORMATION

Willow Tree Housing Partnership carry out various compliance checks as detailed below. These checks are mandatory and ensure you and your family are safe within your home.

**Failure to provide access for these checks will result in an application to court for an injunction. These compliance checks are not carried out in Shared Ownership homes.**

| CHECK                                                           | FREQUENCY                                                                    |
|-----------------------------------------------------------------|------------------------------------------------------------------------------|
| Landlord Gas Safety Check, carbon monoxide and smoke alarm test | Once a year                                                                  |
| Electrical Installation Condition Report                        | Every 5 years                                                                |
| Renewable Servicing and smoke alarm test                        | Once a year                                                                  |
| Fire Door Inspection                                            | Once a year (Holyrood Court, Leigham Court, St Marys Street, Manley Gardens) |
| Asbestos Management Survey                                      | Every 10 years                                                               |
| Asbestos Refurbishment Survey                                   | Infrequent – Only for planned works                                          |
| Smoke Alarm Servicing                                           | Once a year                                                                  |

## BATTERY CHARGING

Lithium ion battery incidents have increased significantly over the past two years. These batteries are found in laptops, power tools, e-scooters, mobility scooters and can fail suddenly and violently if damaged, overcharged, or paired with the wrong charger.

The most dangerous trend is charging in communal areas, such as shared hallways, stairwells, and entryways in flats. These spaces are often the only escape routes during an emergency.

## HOW RESIDENTS CAN STAY SAFE

Fire services recommend several simple steps to reduce risk:

**Use the correct charger** — counterfeit chargers are a major cause of fires.

**Avoid overnight charging** — fires often start while people are asleep.

**Charge on hard surfaces** — never on beds, sofas, or carpets.

**Keep devices away from exits** — never block escape routes.

**Check for signs of damage** — swelling, heat, noise, or unusual smells.

# PROTECT WHAT MATTERS MOST

## Why contents insurance is important

Many residents are surprised to learn that while WTHP is responsible for maintaining the structure of your home, we are not responsible for replacing or repairing your personal belongings if they are damaged due to an incident such as a water leak, fire, flood, or theft.

Your furniture, carpets, clothing, electrical items, ornaments, and other personal possessions can be costly to replace. Even a small leak can cause significant damage to items within your home, leaving you with an unexpected bill.

That's why we encourage all residents to consider taking out contents insurance to help protect the things that matter most to them.

## AFFORDABLE PROTECTION FOR PEACE OF MIND

WTHP has teamed up with My Home Contents Insurance, a specialist provider offering contents insurance specifically designed for social housing tenants. Cover is available from as little as £1.33 per week, helping to protect your belongings without placing a strain on your household budget.

A contents insurance policy can help cover the cost of replacing or repairing your possessions if they are damaged by events such as:

**Escape of water and leaks | Fire and smoke damage | Theft and burglary | Storm damage**  
**Accidental damage (optional cover available) | Many other household risks covered under the policy**

## COULD YOU AFFORD TO REPLACE EVERYTHING?

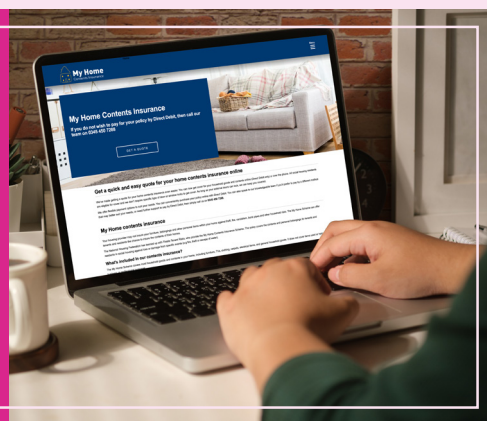
Take a moment to think about the value of your belongings. If your sofa, television, carpets, clothing, mobile phone and other household items were damaged or destroyed, would you be able to afford to replace them?

Many people underestimate the value of their contents until something goes wrong. Contents insurance provides reassurance that if the unexpected happens, you won't have to face the full cost of replacing your possessions yourself.

### GET A QUOTE TODAY

For further information or to obtain a quote, contact the **My Home** team:

-  **0345 450 7288** (Monday to Friday, 9.00am – 5.00pm)
-  **myhome@thistleinsurance.co.uk**
-  **www.thistlemyhome.co.uk**
-  Request a call back: **www.thistlemyhome.co.uk/call-back**



# KNOW YOUR REPAIR RESPONSIBILITIES TO AVOID RECHARGES

Willow Tree Housing Partnership (WTHP) is reminding all residents of the importance of understanding their repair responsibilities after a rise in requests for repairs that fall outside the landlord's obligations.

WTHP is responsible for keeping homes in good repair, but residents must report issues promptly and take care of the repairs that fall under their own responsibility. As the handbook states, **"You are responsible for reporting repairs, damage or faults to us promptly, and for replacing or repairing anything which is your responsibility."**

## WHY THIS MATTERS

When WTHP attends repairs that should have been carried out by the resident, the cost will be recharged.

The policy is clear: ***"WTHP will not carry out repairs which are your responsibility... You may also be charged if the repair is needed because the damage was caused by you... or there was no need to call out a contractor."***

This includes situations where:

Damage was caused by the resident, household members, or visitors

The resident failed to take action to prevent further damage

A contractor attends a booked appointment and nobody is home

WTHP must remove rubbish or personal items

**If a repair is completed and later found to be the resident's responsibility, WTHP will write to confirm the cost and arrange repayment.**

## WHAT WTHP IS RESPONSIBLE FOR

WTHP covers major structural and essential services, including:

- Exterior structure, drains, gutters, roof, chimneys, doors, windows and frames
- Internal structure such as walls, ceilings, floors, and skirting
- Plumbing including toilets, sinks, taps, baths and waste pipes
- Electrical wiring, switches, sealed bathroom light fittings and power points
- Heating and hot water systems

These responsibilities are set out clearly in the repairs table within the resident handbook.

## WHAT RESIDENTS MUST TAKE CARE OF

Residents are responsible for a wide range of everyday repairs and maintenance tasks, including:

- Replacing light bulbs, fuses, and fluorescent tubes
- Unblocking toilets and drains
- Replacing toilet seats, bath plugs and sink plugs
- Internal decorating
- Cleaning windows
- Maintaining gardens, trees and bushes
- Changing locks after losing keys
- Damage caused by personal appliances
- Floor coverings (except in kitchens and bathrooms)

The handbook notes that residents must also "put right any damage caused by you, members of your household, or visitors to your property."

## A SHARED RESPONSIBILITY

WTHP emphasises that keeping homes safe, functional and well maintained is a shared responsibility. By understanding what repairs fall to the landlord and which are the resident's duty, unnecessary callouts can be avoided, along with unwanted recharge bills.

Residents are encouraged to familiarise themselves with the full repair responsibilities in their tenancy agreement or lease and to report issues promptly.

# PERFORMANCE INFORMATION

Below is a snapshot of how well we are performing. Please visit our website for further updates.

| RESPONSIVE REPAIRS              | REPAIRS COMPLETED | AVERAGE TURNAROUND TIME | % COMPLETED WITHIN 28 DAYS |
|---------------------------------|-------------------|-------------------------|----------------------------|
| APRIL 25 - MARCH 26 PERFORMANCE | 4843              | 20 DAYS                 | 80%                        |

As at the end of quarter 4, 31 March 2026, current tenant rent arrears as a % of rent charged:

| INCOME COLLECTION    | TARGET | ACTUAL | AMOUNT   |
|----------------------|--------|--------|----------|
| GENERAL NEEDS RENTED | 4%     | 4.2%   | £322,419 |
| RENTPLUS HOMES       | 3%     | 3.7%   | £59,268  |
| SHARED OWNERSHIP     | 2.5%   | 0.7%   | £2,912   |

| HEALTH AND SAFETY                   | TARGET | Q1<br>JUNE 25 | Q2<br>SEPT 25 | Q3<br>DEC 25 | Q4<br>MAR 26 |
|-------------------------------------|--------|---------------|---------------|--------------|--------------|
| GAS SAFETY COMPLIANCE               | 100%   | 99.9%         | 99.7%         | 99.9%        | 100%         |
| 5 YEAR ELECTRICAL SAFETY COMPLIANCE | 100%   | 97.1%         | 97.7%         | 97.3%        | 96.9%        |
| FIRE SAFETY IN COMMUNAL AREAS       | 100%   | 98%           | 98%           | 100%         | 100%         |

## ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

Between 1 April 2025 and 31 March 2026 we have managed:

- 47 anti-social behaviour cases
- 14 safeguarding concerns
- 7 domestic abuse concerns
- 0 hate crimes

## HOME IMPROVEMENT WORKS

In the year to 31 March 2026 we have completed:

- 72 replacement gas boilers
- 19 new bathrooms
- 12 new kitchens
- 6 replacement electric heating systems
- 4 replacement renewable heating systems
- 1 replacement doors and windows
- 1 new solar/PV system

| ASB TYPE                    | CASES |
|-----------------------------|-------|
| ANIMAL RELATED NUISANCE     | 3     |
| ILLEGAL/IMMORAL USE OF HOME | 1     |
| INTIMIDATION/HARASSMENT     | 5     |
| MISUSE OF COMMUNAL AREAS    | 0     |
| NOISE                       | 21    |
| RUBBISH/FLY TIPPING         | 2     |
| SUBSTANCE MISUSE            | 9     |
| UNACCEPTABLE BEHAVIOUR      | 3     |
| VEHICLE RELATED             | 2     |
| PHYSICAL ASSAULT            | 1     |
| TOTAL                       | 47    |

# SUMMER GARDENING COMPETITION

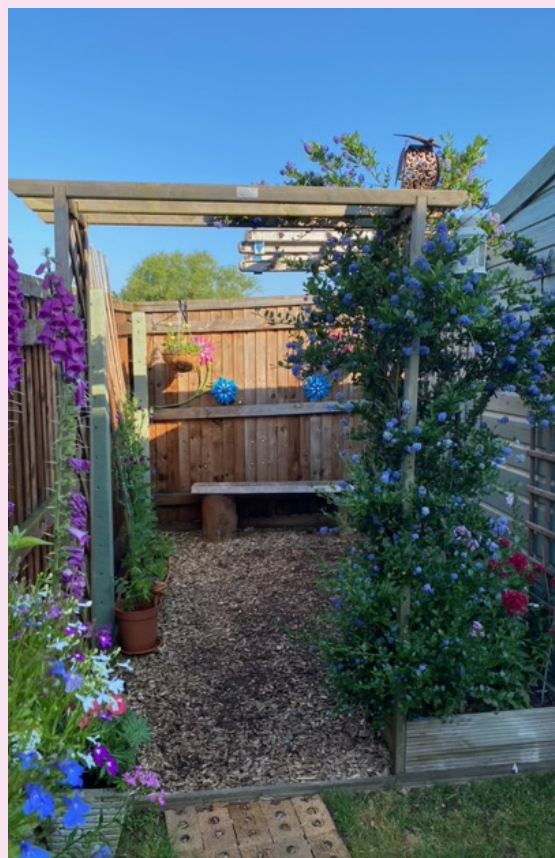
## Willow Tree Housing Partnership is running a Summer Gardening Competition.

The competition is open to all of our residents including Shared Owners and Rentplus.

This has been advertised on our website, Facebook and Instagram pages.

The categories for the competition are as follows:

- ★ **Best Garden**
- ★ **Best hanging basket, container or pot – indoor or outdoor**



There will be prizes for first and second places in each category.

- ★ **FIRST PRIZE: £50 NATIONAL GARDENING VOUCHER**
- ★ **SECOND PRIZE: £25 NATIONAL GARDENING VOUCHER**



To enter please send a photo of your own garden, hanging basket, container or pot to the below email address.

Please include the title **Summer Gardening Competition** and provide **your name, address and email**.

[customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)

**We are accepting entries until 5pm on Monday 31 August 2026**

Prize winners will be contacted by the end of September and, with their permission, we will use the photos on our Social Media pages. Personal details such as names and addresses will not be used.

# 2025-26 TSM MEASURES

As part of the Consumer Standards we are required to report on **Tenant Satisfaction Measures** every year. These include 12 customer perception measures which show how satisfied customers are with the services we provide, and 10 technical performance measures which show how we have performed in the year.

The customer perception measures are given below for the year 1 April 2025 to 31 March 2026, together with our results from 2023-24 and 2024-25, and the average performance recorded by other landlords in 2024-25.

| CUSTOMER PERCEPTION TSMs            | RSH AVERAGE<br>2024/25 | WTHP<br>2023/24 | WTHP<br>2024/25 | WTHP<br>2025/26 |
|-------------------------------------|------------------------|-----------------|-----------------|-----------------|
| TP01 OVERALL SATISFACTION           | 72%                    | 70%             | 64%             | 64%             |
| TP02 REPAIRS IN THE LAST 12 MONTHS  | 74%                    | 64%             | 57%             | 66%             |
| TP03 REPAIRS TIME TAKEN             | 70%                    | 63%             | 56%             | 63%             |
| TP04 WELL MAINTAINED HOME           | 72%                    | 66%             | 59%             | 67%             |
| TP05 SAFE HOME                      | 78%                    | 75%             | 74%             | 78%             |
| TP06 LISTENS AND ACTS               | 62%                    | 52%             | 54%             | 50%             |
| TP07 KEPT INFORMED                  | 72%                    | 66%             | 69%             | 71%             |
| TP08 TREATS FAIRLY AND WITH RESPECT | 78%                    | 73%             | 74%             | 74%             |
| TP09 COMPLAINT HANDLING             | 36%                    | 34%             | 26%             | 34%             |
| TP10 COMMUNAL AREAS                 | 67%                    | 54%             | 66%             | 64%             |
| TP11 NEIGHBOURHOOD CONTRIBUTION     | 65%                    | 46%             | 56%             | 56%             |
| TP12 APPROACH TO ASB                | 60%                    | 43%             | 56%             | 60%             |

The technical performance measures for the year 1 April 2025 to 31 March 2026 are shown below.

| CUSTOMER PERCEPTION TSMs                                                               | RSH AVERAGE<br>2024/25 | WTHP<br>2023/24 | WTHP<br>2024/25 | WTHP<br>2025/26 |
|----------------------------------------------------------------------------------------|------------------------|-----------------|-----------------|-----------------|
| RP01: HOMES THAT DO NOT MEET THE DECENT HOMES STANDARD                                 | 0.5%                   | 0%              | 0.8%            | 0.07%           |
| RPO2: REPAIRS COMPLETED WITHIN TARGET TIMESCALE:                                       |                        |                 |                 |                 |
| NON-EMERGENCY                                                                          | 82.5%                  | 85.4%           | 81%             | 79.1%           |
| EMERGENCY                                                                              | 94.9%                  | 76.9%           | 87.1%           | 87.0%           |
| BS01: GAS SAFETY CHECKS                                                                | 100%                   | 99.9%           | 100%            | 99.7%           |
| BS02: FIRE SAFETY CHECKS                                                               | 100%                   | 100%            | 100%            | 100%            |
| BS03: ASBESTOS SAFETY CHECKS                                                           | 100%                   | 90.9%           | 89%             | 99.6%           |
| BS04: WATER SAFETY CHECKS                                                              | 100%                   | 100%            | 100%            | 100%            |
| BS05: LIFT SAFETY CHECKS                                                               | 100%                   | 100%            | 100%            | 100%            |
| CH01: COMPLAINTS PER 1,000 HOMES (RENTED ONLY):                                        |                        |                 |                 |                 |
| STAGE 1                                                                                | 53.5                   | 45.9            | 60.8            | 60.5            |
| STAGE 2                                                                                | 8.3                    | 16.4            | 9.4             | 17.5            |
| CH02: COMPLAINTS RESPONDED TO WITHIN COMPLAINT HANDLING CODE TIMESCALES (RENTED ONLY): |                        |                 |                 |                 |
| STAGE 1                                                                                | 89.9%                  | 100%            | 97.6%           | 92.8%           |
| STAGE 2                                                                                | 88.9%                  | 100%            | 100%            | 95.8%           |
| NMO1: ANTI-SOCIAL BEHAVIOUR (ASB) PER 1,000 HOMES:                                     |                        |                 |                 |                 |
| ASB CASES                                                                              | 36.0                   | 20.7            | 22.9            | 31.9            |
| ASB CASES INVOLVING HATE INCIDENTS                                                     | 0.7%                   | 0               | 0               | 0               |

# We're THE ENGAGEMENT EXPERTS **tpas** Members

Tpas is a membership organisation, dedicated to bringing tenants and landlords together to find solutions to improve services, save money and bring lasting change to communities.



As Tpas members, it means our tenants can access a range of services to help you become more involved in shaping the services we offer.

**Speak to our tenant engagement team about how to access:**

-  Skills development opportunities
-  Fortnightly electronic newsletters to keep you up-to-date on the tenant engagement agenda and housing news
-  Online resource hub for good practice
-  Policy briefings; toolkits and example documents from landlords and tenants across the country
-  Free webinars and online events
-  Tpas' online networking platform 'Tpas Connect' to network with other Tpas tenant members
-  Help influence national policy

**Speak to our tenant engagement team about how to access these benefits.**



**Visit: [www.tpas.org.uk/member-search](http://www.tpas.org.uk/member-search)**  
Find your landlord and register your profile.

@TpasEngland / Tpas England



# DON'T MISS OUT ON YOUR FREE MEMBERSHIP BENEFITS

We are a member of Tpas because we believe that engaging and involving our tenants will help us find solutions to improve services, save money and bring lasting change to communities. Visit [www.tpas.org.uk](http://www.tpas.org.uk) to register your details with them to access training, regional networking events with other tenants and the latest housing involvement news straight to your email inbox.

They also operate a free enquiry service for those interested in getting the most out of your engagement activities.

 **0800 731 1315**



## Head Office

Eastbridge House  
Pill Road  
Rooksbridge  
Somerset  
BS26 2TN

[www.willowtreehousing.org.uk](http://www.willowtreehousing.org.uk)

[customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)

**01934 750 780**

**LISTEN & DELIVER**

## Devon Office

Studio 5-11  
Millbay Road  
Plymouth  
Devon  
PL1 3LF

We are active on social media, with updates on the work we do and regular posts with hints and tips on resident safety #maintenancemonday, #wellbeingwednesday and #safetysaturday

 **Willow Tree Housing Partnership**

 **@willowtreehousing**

 **Willow Tree Housing Partnership**