



WILLOW TREE
HOUSING PARTNERSHIP

NEWSLETTER SPRING 2025

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OUR VISION

Deliver and Grow

OUR MISSION

To build and manage safe and comfortable homes that are truly affordable for people who are not in a position to access the housing market

SUPPORTING COLLABORATION	TRUST AND HONESTY	RESPECT AND UNDERSTANDING	INTEGRITY AND PROFESSIONALISM	VERSATILE AND INNOVATIVE	EQUAL AND INCLUSIVE
Enabling staff and tenants to work together to achieve shared goals	Being willing to listen and learn and be open when we need to improve	All colleagues and residents can expect mutual courtesy and empathy when times are challenging	Ensuring at all times that we conduct ourselves in a way that reflects the importance of the service we provide	By embracing opportunities and new ways of thinking that will enhance how we deliver	By celebrating difference and ensuring that we do not operate in a way that excludes anyone
S	T	R	I	V	E

GREAT PLACE TO WORK

Our goal is to ensure that Willow Tree Housing Partnership (WTHP) is a brilliant workplace for all. Our people are what make our culture and our business excellent and they are at the heart and soul of our organisation.

In early December, we launched the Great Place to Work® anonymous survey which explored various aspects of our staff members’ experience of working at WTHP, from job satisfaction to their thoughts on our leaders and colleagues.

In early January 2025, we got the fantastic news that Willow Tree Housing Partnership Limited really is a great place to work and earned the Great Place to Work certification.



REGULATORY JUDGEMENT UPDATE SPRING 2025

In our winter newsletter in 2024, we outlined to you the work we were prioritising to seek improvement in our services to you, that would make a difference to how you enjoy your home and the neighbourhood you live in.

We said that we needed to show improvement in knowing the condition of your home and supporting you to eradicate mould and damp, improving our repair service, show that we have learnt from the complaints you make and work to ensure all residents have opportunities to be heard, where they wish to be involved.

Though it takes time for the efforts made to be seen to be making a difference, we can say that:

- We have now been able to assess over 60% of your homes to confirm they meet the decent homes standard. We expect this to reach 100% by the end of April and we would like to take this opportunity to thank you very much for your willingness to allow our surveyors access.
- We have refreshed our assessment of, and response times to, issues relating to damp and mould. Our staff team has been trained on how to assess and ensure the appropriate repairs are completed. We hope that you are noticing a difference in the response times and follow up visits where you have had to report such issues to us.
- We have worked hard to listen when you make complaints. We have, in this newsletter, provided information on our learning, and we will continue to work to prevent common themes occurring.
- Lastly, we have continued to look at how we can be involved with our tenants when we manage a large, dispersed region of homes. We have used the website for consultations, our resident scrutiny panel to review some key policies such as hate crime, and some of you have reviewed how our website looks and feels. We will continue to seek to work with you to improve our service outcomes.

We are not yet anywhere near perfect, but we strive to be better. We will continue to train our staff to be knowledgeable and able to help you quickly and with confidence. We are reviewing internal processes in a bid to be more efficient, and we will keep asking you for your thoughts and opinions on how we are doing. Please listen out for calls from our partner agency Acuity, who will be making calls on our behalf to gauge your opinion of how we are doing. We will use this information to target what we need to do first.

We are grateful for your patience and willingness to support our improvement plans. We would be delighted if anyone would like to become part of our plan for change to improve, and if you do, please do contact us on governance@willowtreehousing.org.uk



Donna Johnson
Chief Executive



DEVELOPMENT

Our latest developments



CREECH ST MICHAEL, TAUNTON

Willow Tree Housing Partnership (WTHP) took ownership of five excellent quality homes, four of which are affordable rent and one of which is a shared ownership home. Tenancies began on 20 January 2025, and the shared ownership contract was exchanged at the end of January. The properties have various environmental benefits including air source heat pumps, electric vehicle chargers, solar panels and batteries.

MORCHARD BISHOP, CREDITON

We are working in partnership with Westhaven Homes on six affordable homes within a scheme of twenty. These will be a mix of shared ownership and affordable rent, two bed and three bed homes. The properties will incorporate Solar PV and batteries with a proposed EPC rating of A. We are anticipating that this development will complete in Autumn 2025, they will be let through Devon Home Choice.



ILTON, ILMINSTER

We are working with Otter Construct on five affordable homes within a scheme of fifteen. There is a mix of one, two and three bedroom properties (two shared ownership and three affordable rent). The scheme provides much needed affordable homes in the local area, in close proximity to Ilton with easy access to junction 25 of the M5 and the A303. Works commenced on site in November 2023 and the homes are due to be handed over in Spring 2025. WTHP is committed to providing safe and comfortable affordable homes to people who are not in a position to access the housing market, helping them to remain living in areas that may otherwise be unaffordable for them. These homes will play an important part in this, particularly the two one bed maisonettes, in a village where there are limited options of one bed homes.

In collaboration with Somerset Council (South) Development Enabling Team, a community event to promote the affordable homes was held in January of this year. The two shared ownership homes have already been allocated and it is anticipated that there will be strong demand for the rented homes when these are advertised shortly.

Working with a high-quality builder, the properties have been designed with the environment in mind to incorporate renewable elements as well as considering biodiversity.

MEET OUR BUSINESS SUPPORT TEAM

We want your first impression of Willow Tree Housing Partnership (WTHP) to be positive. Our Business Support Team are the 'front door' to the organisation, taking all incoming calls from residents, contractors and other callers, ensuring enquires are directed to the right team. They also deal with all incoming emails to the customerservices@willowtreehousing.org.uk email address.

Our Business Support Team provide an essential service to our residents and as well as dealing with all incoming calls and emails, they are responsible for raising repair orders, communicating with contractors, monitoring health and safety compliance and generally supporting all colleagues across the organisation. It's a busy role being part of this team and together they can deal with over 350 calls per week and 500 emails per week.

We are excited to introduce our newly formed Business Support Team, all of whom are committed to providing good customer service to our residents. The team is based in Rooksbridge and is led by our Business Support Team Leader, Amanda Webb. You may have spoken to one of our Business Support Administrators over the last few months, but now here is a chance to get to know a little bit more about them.

Amanda Webb



What did you do before coming to work for WTHP?

"I started off working for WTHP as a Housing Officer for 2 years, covering from Bridgwater up to Calne and have been in my position as Business Support Team Leader for almost 1 year. Previously I worked for Local Authority Housing for 10 years in Property Services, Sheltered Housing and as a General Needs Housing Officer".

Tell us about your job and what a typical day is like?

"A typical day involves providing support to my team, ensuring we provide a quality housing service to our customers. This includes liaising with our contractors to raise responsive repairs and maintenance orders, and ensuring that landlord health and safety records are managed and maintained by overseeing all of our compliance".

What are you looking forward to in your role at WTHP?

"I have been in my role for almost one year now and have enjoyed successfully building a new team. We have a full team now and so I'm looking forward to us developing and working together to provide the best possible customer experience to our tenants".

Adrian Davies



What did you do before coming to work for WTHP?

"I have worked in housing for 20 years and only stopped due to Covid restrictions. I've worked for a variety of Housing Associations in England and Wales as a Rent & Income Officer. This involved chasing up rent arrears, setting up payment arrangements, assisting tenants with Discretionary Housing Payments and Universal Credit, speaking to tenants on the telephone and making home visits".

Tell us about your job and what a typical day is like?

"I only started at WTHP in March, so I'm new to this role. I have undertaken a lot of e-learning as part of my induction. As a team we have just undertaken some bespoke training delivered by the Housing Quality Network, this was on condensation, damp and mould and we had a separate training course on Repairs Diagnostics. I've also been shadowing colleagues, listening to their calls with tenants and understanding the process of how repairs are reported and dealt with".

What are you looking forward to in your role at WTHP?

"Speaking with tenants again and learning how we report repairs to our contractors. Understanding more about WTHP as an organisation; every Housing Association I have worked for does things slightly differently".

Tracy Cox



What did you do before coming to work for WTHP?

"I've worked in Housing for a number of years. Most recently, I worked for Homes in Sedgemoor as a Housing Officer and before that, I worked for North Somerset Council as a Home Choice Officer and towards the end of my time there as a Homeless Officer".

What are you looking forward to in your role at WTHP?

"It's great that we have the addition of new members of staff in our team, I'm looking forward to sharing my knowledge with them".

Michelle Parrett



What did you do before coming to work for WTHP?

"Prior to working at WTHP, I had a temporary contract as a Customer Flow Agent at Bristol Airport – this was really interesting and I enjoyed supporting customers with getting their flights. Before that I worked in merchandising for 10 years; starting out as a Colleague and finally finishing as Area Support, covering a variety of stores in the South West".

What are you looking forward to in your role at WTHP?

"I love working in a great team, working for a smaller organisation is very rewarding as I can easily see the difference I make".

Desiree Heydenrych



What did you do before coming to work for WTHP?

"I previously worked for a letting agency locally and did every aspect of the lettings process – this included viewings, preparing contracts, inspections, sorting out repairs and dealing with void properties when they became vacant".

What are you looking forward to in your role at WTHP?

"Managing all of the communication we have from our tenants and ensuring that the repairs process runs smoothly from beginning to end".

Tracey Morris



What did you do before coming to work for WTHP?

"I previously worked for Yeo Valley for 15 years. After the re structure at Yeo Valley, I built a brand-new Healthcare Agency. I literally started with a PC and a phone, I had no contacts, no staff and no budget. When I left I had an assistant, 3 Registered nurses and 10 healthcare assistants on board, and 4 local Care Homes".

What are you looking forward to in your role at WTHP?

"I'm still fairly new to the role. I'm hoping to expand my knowledge of the housing sector and learn all of the systems and processes that WTHP have in place".

All of our Business Support Team have said that day-to-day, they are busy answering calls from tenants, raising repair orders, responding to emails, accessing contractors' portals to check on the progress of jobs and dealing with all of the areas of health and safety compliance – electrical safety, gas safety, fire safety, Energy Performance Certificates (EPCs).

THE WORK OF OUR RESIDENT SCRUTINY PANEL

We are delighted to share the latest updates from the Resident Scrutiny Panel (RSP). Our Panel is committed to ensuring that resident voices are heard and that concerns are addressed effectively. Here's a glimpse into what the RSP has been working on recently

Reviewing Frontline Policies

They are thoroughly reviewing all frontline policies to ensure they are fair, effective, and beneficial for all residents. The goal is to identify areas for improvement and implement changes that enhance the residents' living experience.

Providing Feedback on Complaint Outcomes

Resident feedback is invaluable. The RSP is dedicated to giving constructive feedback on the outcomes of complaints to ensure that they are handled appropriately and to the satisfaction of all parties involved.

Scrutinising Repair Reports

The RSP is closely scrutinising the reporting of repairs to ensure transparency and efficiency. The aim is to make sure that repair requests are addressed promptly and effectively, contributing to the overall maintenance and well-being of the community.

Monitoring Tenant Satisfaction Measures

Understanding resident satisfaction is crucial. The RSP is actively monitoring Tenant Satisfaction Measures to gauge how well WTHP are meeting resident needs and expectations. Resident input helps WTHP to continuously improve the services.

Attending Board Meetings

In addition to quarterly meetings, members of the RSP attend the WTHP Board Meetings to represent resident interests and ensure that resident voices are included in key decision-making processes.

How The RSP Operates

Quarterly meetings, with at least one of these meetings held in person. Additionally, the RSP participate in various focus groups and meetings that are relevant to tenant issues. This ensures that they have a comprehensive understanding of the challenges residents face and can advocate effectively on your behalf.

Get Involved

The RSP is always open to residents who wish to contribute and help shape the partnership. Whether a resident has a specific interest in Anti-Social Behaviour (ASB), Mould & Damp, or Contractor Issues, there are numerous ways to get involved. Residents don't need to commit to all four meetings or become a full member of the RSP. Even sharing personal experiences and insights can be immensely valuable.

The RSP encourages you to get in touch!

You can reach out through our Governance Team – governance@willowtreehousing.org.uk

Join the **Resident Scrutiny Panel**



COMPLAINTS

At Willow Tree Housing Partnership (WTHP), we are committed to following The Housing Ombudsman's Code to ensure our residents have access to a transparent, fair and efficient complaints process.

We recognise that we don't always get things right. When something goes wrong or you're unhappy with a service you have received, it's important we hear about it. This allows us to put things right and improve the way we work.

We are continuing to build a positive complaints culture where feedback is welcomed and used to support ongoing improvement.

Listening and Learning from Complaints

We understand that listening to and learning from complaints is vital. It helps us understand where things are going wrong and where we need to improve. We're committed to spotting trends, addressing root causes, and taking steps to provide a better service. Additionally, we're using the feedback we receive to shape staff training and development, to ensure our teams are better equipped to support you. The majority of the complaints we receive relate to delays in repairs and communication. We recognise these are areas where we haven't always met expectations, and we're actively working to improve. Below are two examples of where we have 'listened and learned' from residents' feedback through making a complaint:

YOU SAID

We have reported repairs, but they are still outstanding.

Your communication is poor, you don't get back to us and there's no record of us calling.

WE DID

← We recognise the need for better management of our repairs. We've introduced a weekly review process to track all outstanding jobs. This helps us identify delays early and enables us to work more closely with our contractors to complete repairs within our service commitments.

← We understand that we need to improve our communication. To address this, our business Support Team has completed customer service training. Additionally, through ongoing training and regular team meetings, we have emphasised the importance of accurately logging all calls and emails in our housing management system. This ensures that we maintain clear accurate records for our residents.

FEEDBACK FROM COMPLAINTS

It is important for us to gather feedback on our complaints process to ensure that our responses are made within the required time frames, are relevant to the complaint, clear, empathetic, and where appropriate, set out clear actions we will take to resolve the issue.

In the Autumn of 2024, we introduced new performance standards to gather feedback from residents who have submitted Stage 1 complaints. As part of this process, the Corporate Services Team contact a minimum of 10% of all complainants every quarter to seek feedback on their experience of the complaint process.

Since September 2024, we have randomly selected and spoken on the telephone with 18 residents who have submitted a Stage 1 Complaint since April 2024. **Below are the results:**

QUESTIONS AND RESULTS

(from the 18 residents who we contacted)

83% agreed that it was easy to make a complaint

←→ We want to make our complaints process as accessible as possible and you can make a complaint in person, on the phone, via email, via the website.

100% agreed that they received an acknowledgement within 5 days

←→ We will continue to work hard to ensure that all formal complaints receive an acknowledgement within 5 days of being logged.

83% agreed that they felt listened to when they made a complaint

←→ We want this score to improve as we are committed to ensuring that we listen to our residents particularly when they have taken the time to submit a complaint.

67% agreed they received a phone call to discuss their complaint

←→ We will now look to speak with all tenants on the phone (unless requested not to do so) who make a complaint to improve this score.

89% agreed that the formal response was clear and addressed the complaint issues

←→ We want all our responses to be clear so will look to continue to improve on this score and offer to discuss the response if anything is unclear.

COMMENTS

For our Stage 2 complaints, our CEO and a Board Member, who is the Member Responsible for Complaints (MRC), review 25% of Stage 2 complaints on a quarterly basis. These same complaints are then reviewed anonymously by our Resident Scrutiny Panel. These independent reviews give us valuable feedback on how we handle complaints — helping us ensure our responses are resident focussed, fair, transparent, and empathetic. They also highlight where we are doing well and where we can do better, supporting ongoing learning and service improvements.

Our Complaints Policy and Procedure can be found on our website [Make a Complaint](#).

Anyone can contact the Housing Ombudsman by accessing their website – www.housing-ombudsman.org.uk/contact-us
Email – info@housing-ombudsman.org.uk
Telephone – 0300 111 3000

RESIDENT COMPLIMENTS

"I wanted to take a moment to express my heartfelt gratitude for the housing and support you've provided me and my family over the past eight years. Your commitment has made a significant difference in my life, and I am truly appreciative of all the assistance and care I've received during my time with you."



"YOUR HOUSING OFFICER HAS IMPRESSED ME GREATLY, SUPPORTING ME WITH A REPAIRS ISSUE."

Our Property Team Leader and Corporate Services Manager received a compliment in relation to a complex complaint they were both involved with. The tenant said:

"We are grateful that you have been in constant contact with us throughout the process and thank you both for your help and cooperation in this matter, it has been very much appreciated."

"Thank you for your patience with us and my bathroom refitting, I now have a nice new disabled bath and work has concluded. All rubbish has been removed including in all communal areas. May I take this opportunity to thank you and Willow Tree for your understanding and willingness in this matter."



"Your help over the last few months has been exceptional and I am extremely grateful that you have helped the transition run smoothly. So thankful that you responded promptly with any queries and questions during the move. I have nothing but positive feedback for you."



YOUR RENT

Changes to your rent and service charges for 2025 -2026

Willow Tree Housing Partnership (WTHP) reviews our rents and services charges annually in line with Government guidance. This year, and then annually moving forward, your new charges will take effect from June. If you are charged weekly, this will be the first Monday in June, Monday 2 June. If you are charged monthly, it will be from Sunday 1 June 2025.

Why do Willow Tree Housing increase rents

WTHP are a not-for-profit organisation, and our main income is from rent payments. The rent payments pay for any improvements your home may need in the future, it also pays for repairs and maintenance, towards the interest on money we have borrowed and for the housing management services we provide.

How high your rent increase is, is determined by Government guidance and the specific terms of your tenancy or lease agreement. The increase is based on an inflationary increase of either the Consumer Price Index (CPI) or the Retail Price Index (RPI) as at September 2024, depending on your tenancy or lease agreement.

Our Board has agreed that for 2025 - 2026 the maximum increase will be applied for our rented and shared ownership tenancies, to ensure that we have enough money to continue to provide the services and improvements we are responsible for.

Your rent increase letter, which you should have received by now, contains further information.

Service Charges

Some households pay service charges, they may be different for each household, some homes that do not benefit from any communal areas may not have to pay a service charge. The service charge pays for such things as cleaning, grounds maintenance, lighting and fire alarms. We will always strive to achieve value for money, and we are currently tendering to renew the cleaning and grounds maintenance contracts.

Paying your rent and service charges

It is an important condition of your tenancy or lease agreement that your rent and service charge is paid on time. The easiest way to do this is by Direct Debit. We can set up anytime Direct Debits, this means that we can collect your rent weekly, fortnightly, every 4 weeks or calendar monthly. However, it is important that your rent is paid on time. Therefore, if you pay weekly, your rent needs to be paid during the week it is due. If you pay your rent, fortnightly, 4 weekly or calendar monthly, then rent needs to be paid at the beginning of the period that the rent is due, this is so that your account does not go into arrears at any time. If you need to discuss your payments further then please contact our Customer Services Team in the first instance customerservices@willowtreehousing.org.uk or call 01934 750780.

Help and Support

We know that times are difficult for everyone currently and that as well as the annual rent increase cost-of-living is high; utility bills and food have all increased. If you are worried about your rent increase, then, please contact us we, can put you in touch with money and debt advice services. Our Housing Team will be able to support you so that you can find out if you are receiving all the benefits that you may be entitled to, and whether there are any grants available in the area that you live in. We also have a small support fund for short term emergencies, your Housing Officer will be able to check whether you are eligible for this.

RESIDENT CELEBRATES 100TH BIRTHDAY

Congratulations to John on his 100th Birthday



Our Housing Officer visited one of our residents who has reached 100 years old.

John has been a resident since 1st November 1993. Our Housing Officer remarked **"I was delighted to spend some time with John and present him with a card and chocolates on behalf of Willow Tree. John was proud to show me the telegram he received from King Charles and Queen Camilla"**

RENTPLUS AND SHARED OWNERSHIP

Our RentPlus scheme has successfully seen eight residents become homeowners over the last financial year with the latest two purchases completed in Mannamead, Plymouth and Yeovil since January 2025.

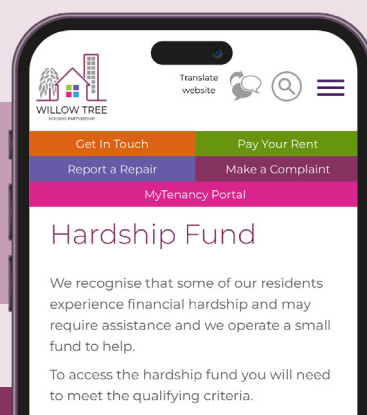
Five shared ownership re-sales have completed along with one new build Shared Ownership Home being sold, and two more waiting to complete. Two shared owners are staircasing to 100% ownership of their homes and are due to complete very soon. Three Shared Owners have extended their leases to increase the value and ease of sale of their properties and two more are in progress. WTHP make the lease extension process as easy and as affordable as possible for residents who only have to pay costs, with no premium charged by WTHP for the lease extension.

Our Shared Ownership and RentPlus Officer, Angela Derry, has also facilitated five transfers to ensure RentPlus tenants are in the best home to suit their long term needs.

HARDSHIP FUND APPLICATIONS

Willow Tree Housing Partnership (WTHP) have a small hardship fund to assist residents who are struggling with starting out or for financial hardship in general. We are delighted to have helped out three families across our stock who have needed carpets for their new home. We have supplied another resident with a cooker, and a resident with a fridge freezer. The Hardship fund has been used in another area to assist a resident clear their home of items that were surplus to requirements, broken or no longer needed. Do contact WTHP if you wish to apply, your Housing Team will be able to assess whether you meet the criteria.

**YOU CAN FIND OUT MORE ABOUT OUR
HARDSHIP FUND ON OUR WEBSITE**



SEEKING YOUR VIEWS

Willow Tree Housing Partnership always wants to improve the services we provide to our tenants, and to enable us to improve we review our performance regularly and act on the feedback we receive



Willow Tree Housing Partnership (WTHP) has asked Acuity, a market research company that specialise in the social housing sector, to carry out a range of tenant satisfaction surveys. Every three months they run a Tenant Satisfaction Measures (TSM) survey (a perception survey) asking our tenants what they think about their home and the services provided by us, the survey includes the 12 questions that are reported each year to the Regulator of Social Housing.

Tenant Satisfaction Measures (TSMs) were introduced as part of the Social Housing Regulation Act. The Regulator of Social Housing uses the measures to make sure that all social landlords are looking after homes and neighbourhoods, keeping people safe, effectively handling complaints, and treating customers with fairness and respect.

In addition to the TSM surveys, Acuity will also be contacting a sample of our tenants who have either reported a repair, moved into one of our properties, have reported anti-social behaviour or have made a complaint.

Feedback received from these additional surveys is very important to us, it enables us to understand how we're doing delivering our services, and what we need to do to improve and make things better.

If you receive a call from Acuity the number displayed will be **01934 285311**, which is a Weston-Super-Mare area code. If you have any queries about any of the surveys, please call our Business Support Team on **01934 750780** or email customerservices@willowtreehousing.org.uk



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
2024-25 YEAR END PERFORMANCE	3434	17.9 DAYS	81%

As of 31 March 2025, current tenant rent arrears as a % of rent charged:

INCOME COLLECTION	TARGET	ACTUAL	AMOUNT
GENERAL NEEDS RENTED	4%	4.72%	£351,962
RENTPLUS HOMES	3%	3.48%	£57,604
SHARED OWNERSHIP	2.5%	1.01%	£3,741

HEALTH AND SAFETY	TARGET	Q1 JUNE 24	Q2 SEPT 24	Q3 DEC 24	Q4 MAR 25
GAS SAFETY COMPLIANCE	100%	99.9%	99.7%	99.8%	100%
10 YEAR ELECTRICAL SAFETY COMPLIANCE	100%	99.9%	99.9%	99.9%	99.9%
FIRE SAFETY IN COMMUNAL AREAS	100%	50%	48%	100%	100%

ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

Between April 2024 and March 2025 we have managed:

- 34 anti-social behaviour cases
- 21 safeguarding concerns
- 3 domestic abuse concerns

HOME IMPROVEMENT WORKS

In the year to 31 March 2025 we have completed:

- 54 new bathrooms
- 10 new kitchens
- 32 replacement electric heating systems
- 160 replacement gas boilers
- 3 replacement renewable heating systems

ASB TYPE	CASES
ANIMAL RELATED NUISANCE	1
CRIMINAL DAMAGE/VANDALISM	2
INTIMIDATION/HARASSMENT	11
MISUSE OF COMMUNAL AREAS	1
NOISE	10
NUISANCE BEHAVIOUR	6
SUBSTANCE MISUSE	2
VIOLENCE	1
TOTAL	34

YOUR HOUSING OFFICER

Find out which Housing Officer works in your geographical area



ANGELA DERRY

SHARED OWNERSHIP HOMES

RENT PLUS HOMES



EMMA BENNEY

CORNWALL

DEVON:

Launceston
Yelverton
Crapstone

PLYMOUTH:

All PL1 Postcodes Derriford Devonport Ford Honicknowle Keyham Looseleigh Milehouse North Prospect	Pennycomequick Southway St Budeaux Stoke Stonehouse Thornbury West Hoe West Park Whitleigh
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DORSET

DEVON:

Cullompton
Cridton
Denbury
Lapford

North Tawton
Okehampton
Silverton
Tiverton

SOMERSET:

Bishops Lydeard
Cotford St Luke
Kingston St Mary
North Newton
Shepton Mallet

Spaxton
Stoke St Gregory
Stoke Sub Hamdon
Taunton
Westonzoyland



MATT BULLOCK

DEVON:

Ivybridge

PLYMOUTH:

Beacon Park Belliver Derriford Eggbuckland Efford Higher Compton Laira Lipson Manadon Mannamead	Mount Gould Mutley North Hill Pennycross Plympton Plymstock Roborough Staddiscombe St Jude's
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SOUTH HAMS:

Sparkwell
Stoke Fleming
Totnes
Woolwell



DENISE NURSE

SOUTH GLOUCESTERSHIRE

WILTSHIRE

SOMERSET:

Axbridge
Berrow
Blagdon
Brent Knoll
Bridgwater
East Brent
East Huntspill

Highbridge
Lympsham
Mark
North Petherton
Wedmore
Wroughton



ROXANNE SWEETING





STOCK CONDITION SURVEYS

To make sure that we have accurate and up to date information on the condition of all of our homes, last year we instructed Rapleys to carry out stock condition surveys on 1,100 homes. This important work identifies any health and safety hazards in homes and also helps us to plan improvement work such as replacement heating, windows, kitchens and bathrooms.

Since February 2025 the Rapleys team have been busy contacting and visiting many of you, and as at 31 March 2025 had completed 598 surveys, over 50% of those planned. Our aim is to complete the remaining surveys by the end of April 2025.

While visiting, the Rapleys surveyors are delivering our customer data surveys which we have designed to make sure that the information we hold on you and your household is also up to date. This helps us understand who is in our homes and will enable us to target services to those who may benefit from them the most.

Every tenant who returns their completed survey will be entered into a PRIZE DRAW to win one of three £100 GIFT VOUCHERS. We have extended the deadline for the return of the surveys to **31 July 2025** so **please return yours today for a chance of winning.** If you did not receive a survey or need another copy, please contact our customer services team customerservices@willowtreehousing.org.uk



Head Office

Eastbridge House
Pill Road
Rooksbridge
Somerset
BS26 2TN

Devon Office

Studio 5-11
Millbay Road
Plymouth
Devon
PL1 3LF

We are active on [Facebook](#) under Willow Tree Housing Partnership and [Instagram](#) under @willowtreehousing, with updates on the work we do and regular posts with hints and tips on resident safety #maintenancemonday, #wellbeingwednesday and #safetysaturday

WWW.WILLOWTREEHOUSING.ORG.UK

DELIVER & GROW

Willow Tree Housing Partnership Limited is registered with the Financial Conduct Authority in England and Wales under the Co-operative and Community Benefits Societies Act 2014 and is registered with The Regulator of Social Housing as a social housing provider (Willow Tree Housing Partnership Limited's registration numbers are: Co-operative and Community Benefit Society No: 12664R: Registered by the Regulator of Social Housing No: L2424) Willow Tree Housing Partnership Limited is a public benefit entity. Registered Address: Eastbridge House, Pill Road, Rooksbridge, Somerset BS26 2TN