



**WILLOW TREE**  
HOUSING PARTNERSHIP

# NEWSLETTER SPRING 2026

## CONTENTS

2. Regulatory Judgement Update

3. Property Stock Tour by Board Members

4. Gardening Competition & Colouring Competition

5. Rent and Service Charge Updates for 2026

6 & 7. Meet Our Rent Team

8. Case Study of an Eviction

9. Help, Advice and Support

10. Thinking About Downsizing?

11. Shared Ownership FAQs

12. Resident Engagement Update

13. Anti Social Behaviour

14. Guide to Reducing Damp and Mould in Your Home

15 & 16. Health and Safety Information

17. Performance Information

18. Transactional Satisfaction Surveys

19. Easter Opening Times & Contact details

# REGULATORY JUDGEMENT UPDATE

Over the past year, we've been working hard to make Willow Tree Housing Partnership the best it can be for you, our tenants. And we're delighted to share some brilliant news.

As you know, in October 2024, we were one of the first housing associations to be inspected under the new rules set out in the Social Housing Act. This happened shortly after we completed our merger, which took us over 1,000 homes for the first time. It was a busy time for us, and we knew there were things that needed improving—like updating our stock condition data and fixing some rent issues we discovered and immediately reported.

## WHAT'S HAPPENED SINCE THEN?

In the 14 months since that inspection, our small team of 34 has been working at real pace to make sure you receive the best possible service. Here's what we've achieved together:

### BETTER UNDERSTANDING OF OUR HOMES

We've improved the information we have about the condition of all our properties, helping us plan repairs and investment more effectively.

### FAIR AND ACCURATE RENT FOR ALL TENANTS

We made sure everyone is on the correct rent, and where anyone had overpaid, we refunded them in full.

### MORE INFORMATION FOR YOU

We've increased the updates and communications we share, making it easier for you to stay informed about your home and our services.

## OUR HARD WORK HAS PAID OFF

We're thrilled to announce that the Regulator has upgraded our rating to **C2**, meaning we're now officially compliant. This is a huge step in the right direction and reflects the commitment and effort of everyone at WTHP.

## WHAT'S NEXT?

We're not stopping here. We know there is more to be done for our tenants and homeowners feel a difference in the service you receive. Our goal is to reach the highest regulatory standards—**G1 and C1**—within the next 12 months, and we'll keep working closely with the Regulator to make this happen.

Thank you for your patience, feedback, and support as we continue to improve. We will keep you updated as we go along. We're excited for what's ahead!

# THE BOARD EMBARK ON A PROPERTY STOCK TOUR



On Thursday 20 November 2025, members of the Board took part in a productive and highly engaging property stock tour, visiting several key locations across South Gloucestershire, Blagdon, and Brent Knoll.

The day offered an invaluable opportunity for Board members to deepen their understanding of the areas in which we operate and to see first-hand, the homes that form such an important part of our communities.

Throughout the tour, the Board explored a range of property types, gaining insight into the diversity of our stock and the character of each locality. The visit provided space for thoughtful discussion, questions and on the ground reflection about current and future priorities.

Board members commented on how useful it was to familiarise themselves with the properties and neighbourhoods we house in, strengthening the connection strategic between their work with the real environments in which our customers live.

Many also highlighted how enjoyable and informative the day had been, with several noting the value of seeing the impact of our work up close.

Overall, the tour proved to be an important and rewarding part of the Board's ongoing commitment to understanding our communities, and supporting the organisation's long-term ambitions.



# GARDENING COMPETITION

WATCH THIS SPACE!

Spring is a wonderful time when fresh new bulbs poke up through the soil and bring a lot of colour to our lawns, borders, pots and containers.

In the Summer, we will be advertising our Annual Gardening competition for Willow Tree Housing Partnership residents, on our website [www.willowtreehousing.org.uk](http://www.willowtreehousing.org.uk) and on **Facebook** and **Instagram** – so keep a look out for it.

There will be the same categories as previous years, **Best Garden** and **Best hanging basket, container or pot** (inside or outside plants). There will be a prize for the winner of each category.

The winners will be awarded a **Gardening Voucher** to spend on some more delights for their outdoors or indoors areas.

Take a look at some entries from previous years for inspiration.



We would also like to announce that we will be running an **Easter drawing and colouring competition** for children residents aged up to 16 years old. Any entries should be on an A4 sized paper and have an Easter/ Spring theme, they also need to include lots of colour!

Please include the first name of the entrant and their age, as these will be published on Social Media and our Summer newsletter. All entries should be sent by email to [corporateservices@willowtreehousing.org.uk](mailto:corporateservices@willowtreehousing.org.uk) by **Monday 4<sup>th</sup> May 2026**, and include the name and address of the resident to check eligibility to enter the competition.



# RENT AND SERVICE CHARGE UPDATES FOR 2026

At Willow Tree Housing Partnership (WTHP), we review rents and service charges every year in line with Government guidance.

If your rent is charged weekly, your new rent amount will take effect from **Monday 1<sup>st</sup> June 2026**.

As a not for profit organisation, rent is our main source of income. It allows us to:

- Maintain and repair your home
- Pay interest on money we have borrowed
- Plan and deliver future improvements
- Provide essential housing management services

The amount of your rent increase is determined by Government policy and by the specific terms of your tenancy or lease. For 2026–2027, our Board has agreed that the maximum allowable increase will be applied for rented and shared ownership homes. This ensures we can continue delivering the services, repairs, and improvements we are responsible for.

Your individual rent increase letter, which you should have now received, includes details specific to your home and tenancy.

## SERVICE CHARGES

Some households pay a service charge, while others, particularly those without communal areas, may not. Service charges help cover the cost of things like:

- Cleaning and grounds maintenance
- Communal lighting
- Fire alarms
- Other shared services

We know how important value for money is. We are currently re tendering our cleaning and grounds maintenance contracts to ensure costs remain fair and services remain high quality.

## PAYING YOUR RENT AND SERVICE CHARGES

Paying your rent and service charges on time is an important part of your tenancy or lease. The easiest way to do this is by direct debit. We can collect payments weekly, fortnightly, every four weeks, or monthly, whatever works best for you.

To avoid arrears:

- **Weekly payers** should pay during the week the rent is due.
- **Fortnightly, 4 weekly, or monthly payers** should pay at the start of the period being charged.

If you would like to discuss your payments or set up a direct debit, our Customer Services Team is here to help.

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

☎ 01934 750 780

## WE'RE HERE TO SUPPORT YOU

We understand that rising living costs continue to put pressure on many households. If you're worried about your rent increase or struggling with other bills, please talk to us. We can refer you to trusted money and debt advice services.

Our Housing Team can also signpost you to help you check:

- Whether you are receiving all the benefits you're entitled to
- If there are local grants available in your area
- Whether you might qualify for support from our short term hardship fund  
[www.willowtreehousing.org.uk/hardship-fund/](http://www.willowtreehousing.org.uk/hardship-fund/)

Please don't hesitate to get in touch—our priority is helping you stay secure in your home.

# MEET OUR RENT TEAM



**KERRY WOOD**

Rent & Income Management Officer

## What did you do before coming to work for Willow Tree Housing Partnership (WTHP)?

I started my working career at the NatWest bank in 1984 on the Youth Training Scheme; I became a permanent employee the following year. I worked in many different departments, such as the machine room, where I processed the cheques paid into the banking halls from the 13 branches in the Plymouth area. New accounts department, cashiering and then a Team Manager in a call centre where we handled banking queries such as balance requests, account transfers and ordering new cards etc.

I took voluntary redundancy in 2009 as the Call Centre was closing and took some time out over the next 3 months.

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

In my role as a Rent & Income Management Officer, no two days are ever quite the same, but they are always busy and varied. On a daily basis, I manage a wide range of responsibilities that help support tenants in maintaining their rent accounts and sustaining their tenancies.

## A typical day can include:

- Responding to rent account queries from tenants and resolving any issues that arise.
- Setting up direct debits and arranging repayment plans to help tenants manage arrears in a realistic and supportive way.
- Completing Universal Credit verifications, ensuring rent details are correct.

- Notifying tenants if any payments are rejected or need further action.
- Contacting tenants about rent arrears, whether through phone calls or written communication, and issuing arrears letters when required.
- Attending court hearings related to rent arrears.
- Liaising with local councils to clarify Housing Benefit queries, resolve discrepancies, and support discretionary housing payment applications.
- Providing rent statements when requested by tenants or external agencies.
- Taking rent payments when requested by tenants.
- Signposting tenants to external support agencies.

Overall, my role requires strong communication, accuracy, and a supportive approach, as I'm often working with tenants during difficult circumstances.

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

I'm looking forward to making a positive impact by supporting tenants to manage their rent accounts and avoid falling into arrears.

I'm passionate about early intervention, offering practical advice and working with residents to create realistic and affordable repayment plans. I want to ensure that I present as friendly and approachable, especially when dealing with such a sensitive subject as arrears.

# MEET OUR RENT TEAM



**DONNA GODDARD**  
Rent & Income Management Officer

## **What did you do before coming to work for Willow Tree Housing Partnership (WTHP)?**

I've worked in housing for nearly twelve years. Before joining WTHP, I worked for LiveWest (formerly Knightstone) in the Weston office. My role there was mainly within lettings, where my team looked after allocating empty homes and managing the Mutual Exchange process. Toward the end of my time with them, I was seconded onto a special project to help implement a new housing management system. That involved supporting and training colleagues across the organisation, as well as designing and building case flows.

Before that, I also spent about a year working as a support worker for another housing provider, which gave me a really valuable grounding in understanding residents' day-to-day challenges.

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

No two days are ever the same. I usually start my day by checking emails and going through my calendar for any to do's or appointments.

Much of my day is spent working through arrears cases on my patch and taking appropriate action. When I speak with a tenant who is in arrears, my aim is to understand what is preventing them from making payments. This

could be due to financial hardship, a change in employment, or changes within the household. Once I understand the situation, I might signpost them to support services, agree an affordable repayment plan, or give guidance on actions such as applying for Universal Credit, requesting a Discretionary Housing Payment (DHP), or seeking debt advice.

In situations where a resident is neither paying nor engaging with me despite repeated attempts to make contact, I may need to consider legal action. This is always a last resort, and only after all other avenues have been explored.

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

I'm really looking forward to working with our newly implemented arrears module, which will help us manage rent accounts more efficiently. The aim is to identify arrears sooner so we can provide timely support and help residents stabilise their situation before things escalate.

We also receive regular training, and I'm always keen to learn and explore new ways of improving our processes. Continuous improvement is something I really enjoy, and I look forward to contributing to positive changes that will benefit our residents.

# CASE STUDY

How rent arrears led to eviction — and how it could have been avoided.

At Willow Tree Housing Partnership (WTHP), eviction is always a last resort. When residents fall into arrears, or even expect they might miss a payment, the most important step is simple:

## TALK TO US EARLY!

We can help residents stay in their homes by offering support, help accessing financial assistance and advice from:

- Universal Credit
- Housing Benefit
- Citizens Advice
- StepChange
- Discretionary Housing Payments
- Shelter
- Local Council Support or Grants
- Turn2Us (grants, budgeting, benefit checks including PIP, Pension Credit, and Council Tax Support)



### WHAT HAPPENED IN THIS CASE?

In the Spring of 2024, WTHP issued a Notice of Seeking Possession (NoSP); the first formal step when arrears are not being addressed.

Arrears began when the resident became subject to the Bedroom Tax because they were under occupying their home. Universal Credit reduced their housing payment, leaving a shortfall the resident needed to pay.

WTHP offered support, including help to downsize, but the resident did not wish to move. Despite promising to cover the shortfall, payments were not made and arrears increased.

To help stabilise the situation, WTHP requested an Alternative Payment Arrangement (APA) so rent could be paid directly from Universal Credit. This was approved, but because the resident still had a shortfall, the arrears continued to grow.

### SUMMER 2024: NO PAYMENTS MADE

With no rent payments being received, WTHP informed the resident that we would apply to Court for possession. A hearing date was set.

At the Court hearing, the Judge granted an outright possession order because arrears had exceeded £2,000. The resident was supported at the hearing by Shelter, who offer free legal advocacy.

### AFTER THE COURT ORDER

Despite the order, our Housing Team continued to try to support the resident, offering help to:

- Downsize
- Apply for a Discretionary Housing Payment
- Access external financial support

Unfortunately, the resident did not engage with these offers.

By the time of the eviction, arrears had risen to nearly £3,000.00 and the eviction went ahead.

### HOW COULD THIS EVICTION HAVE BEEN AVOIDED?

In most cases, eviction can be prevented by:

- ✓ Talking to us early
- ✓ Engaging with support
- ✓ Setting up an affordable repayment plan
- ✓ Accepting help from specialist organisations

We genuinely want to help. We understand that life can change unexpectedly and that asking for support can feel difficult, but contacting us early can make all the difference. We will always do our best to help and support you to stay safely in your home.

# HELP, ADVICE AND SUPPORT

These are difficult times financially for everyone, with higher everyday bills. Remember, whatever your situation, there are useful resources to help you.

## Give yourself a financial health check

See if there are any benefits you may be entitled to using this free calculator [www.entitledto.co.uk](http://www.entitledto.co.uk) and check what other support is available from your local council [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)

If you have bills or owe money that you can't afford get some free, independent debt advice from a regulated service such as those below.

- Citizens Advice [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Christians Against Poverty [www.capuk.org/get-help/cap-debt-help](http://www.capuk.org/get-help/cap-debt-help)
- Step Change [www.stepchange.org](http://www.stepchange.org)

## Avoid loan sharks

Loan sharks take advantage of people when they are struggling and feel they have nowhere else to turn. If you are offered money with little paperwork but high charges, say no and report it to [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)



## Help with energy bills

- Warm Home Discount Scheme – a one-off discount of £150 off your electricity bill. Visit this website for more information [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)
- Household Support Fund - help with essential costs such as energy & water bills, food and essential items. The schemes vary so contact your local council [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)
- Energy supplier grants – some energy suppliers have their own funds to support households in arrears with their energy bills. The British Gas Energy Trust gives grants to anyone, not just their customers. For more information contact your local Citizens Advice [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Additional help for Homeowners** is available through the Government's Help to Heat schemes which help low income homeowners receive help with boiler upgrades, insulation and warm home grants. [www.gov.uk/government/collections/find-energy-grants-for-you-home-help-to-heat](http://www.gov.uk/government/collections/find-energy-grants-for-you-home-help-to-heat)

**Reduced tariffs** are available for your water, broadband and phone contracts.

More information can be found at [www.ofwat.gov.uk/households/your-water-company/contact-companies](http://www.ofwat.gov.uk/households/your-water-company/contact-companies) and [www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs](http://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs)

**Warm Welcome Spaces** provide a warm and safe place you can go on your own or with a friend, and talk to others over a hot drink and maybe a slice of cake. Run in partnership with other local organisations, each Space offers different facilities including access to free WiFi, training, advice and support [www.warmwelcome.uk](http://www.warmwelcome.uk)



## How we can help you

Our team at Willow Tree Housing Partnership are always here to help you, whatever your situation. If you are worried about money or have any questions you want to ask, please call us on **01934 750780** or email [customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)

# THINKING ABOUT DOWNSIZING?

A positive step toward a simpler, more manageable home.  
Here's how it could work for you!

There may come a time when your home starts to feel a little too large for your current lifestyle. Perhaps the family has flown the nest, or you're simply ready to enjoy the comfort and convenience of a smaller, easier to manage home.

There is **no obligation at all** to downsize — but if you decide it's the right move for you, **Willow Tree Housing Partnership (WTHP) is here to help**. We can assist you in applying to the Housing Register, and we also have a **small downsizing budget** that may be used to support your move.

## WHY DOWNSIZING CAN BE A POSITIVE CHANGE

Downsizing can bring a wide range of benefits, such as:

- Lower household bills
- Potentially lower rent
- A home that's easier to heat and maintain
- Potentially lower Council Tax
- The chance to free up a larger family home for a household who needs it
- Access to financial incentives that make the move even smoother

## MORE REASONS DOWNSIZING CAN SAVE YOU MONEY

A smaller home can reduce everyday costs, including:

- **Heating bills:** Larger properties cost more to heat.
- **Council Tax:** Smaller homes may fall into a lower band, saving you money year round.

## DOWNSIZING DUE TO BEDROOM TAX

Some households may choose to downsize because of the Under-Occupancy Charge, often called the Bedroom Tax. Introduced in April 2013, this affects working age tenants who are deemed to have more bedrooms than they need.

Housing Benefit may be reduced by:

- **14%** for one spare bedroom
- **25%** for two or more spare bedrooms

How spare bedrooms are assessed

- Children under 10 are expected to share
- Children aged 10–16 are expected to share with a sibling of the same sex
- You may be classed as having a spare room if your children do not live with you full time

## LOCAL AUTHORITY DOWNSIZING INCENTIVES

Some Local Authorities offer their own downsizing support schemes. In the South Hams, a high demand area, you may be entitled to up to £5,000.

South Hams Downsizing Incentive Breakdown

Because the area has a current shortage of larger family homes, the Local Authority may offer:

- **£1,000 — fixed payment to all downsizers**
- **£2,500 — 'high demand area' payment**
- **£500 — for every bedroom released**

**Maximum total payment: £5,000**

If you live in a different Local Authority area, please contact your local Home Finder team for details of available schemes:

**devonhomechoice@middevon.co.uk**

**devonhomechoice@teignbridge.gov.uk**

**customerservices@northdevon.gov.uk**

**devonhomechoice@torridge.gov.uk**

**dorsetcouncilhomechoice@dorsetcouncil.gov.uk**

**communityconnections@plymouth.gov.uk**

**devonhomechoice@westdevon.gov.uk**

**housingadvice@wiltshire.gov.uk**

**Cornwall Homechoice: housingadvice@cornwall.gov.uk**

**Somerset Homechoice: 0300 123 2224**

## We're Here to Support You

Downsizing can feel like a big decision, but it can also be the beginning of a fresh, lighter, more manageable way of living. If you decide to take that step, WTHP will guide you through the process and help you access any financial support available.

# SHARED OWNERSHIP FAQs

## WHAT IS SHARED OWNERSHIP?

Shared ownership offers a low-cost way to buy your home. With shared ownership, you buy part of your home (usually with a mortgage), and then you rent the remaining from your landlord, in this case, Willow Tree Housing Partnership (WTHP). Shared ownership properties are always leasehold.

## CAN I BUY A SHARED OWNERSHIP HOME IF I ALREADY OWN A PROPERTY?

No, you would not be eligible for the scheme until you sell your current home or have your name removed from the mortgage.

## HOW DO I REGISTER FOR A WILLOW TREE HOUSING SHARED OWNERSHIP HOME?

New and re-sale shared ownership homes will be marketed through local estate agents. You contact us to let us know the type of property and geographical area you are interested in; we will add you to our database and let you know when a suitable home is due to come onto the market.

## CAN I BUY A BIGGER SHARE OF MY HOME?

Yes, you can increase the share you own by buying a greater percentage through a process called staircasing. You may need to live in the property for a minimum period of time before you are eligible to staircase. Many properties allow you to staircase all the way to 100% ownership, however some are limited to a maximum of 80% ownership. This is usually in rural areas where it is important that affordable housing is retained. Any restrictions will be set out in the lease.

## CAN I SUBLET MY SHARED OWNERSHIP HOME?

No, subletting is not permitted for shared ownership homes. You may also be breaching the conditions of your mortgage if you sublet. There are some exceptional circumstances where permission can be given to sublet for a fixed period of time, usually six months or a year. These may include where you will be working away from home for a short contract or if you need to provide full-time care.

## CAN MY LEASE BE EXTENDED?

Most mortgage lenders require a minimum number of years to be remaining on the lease, in order for them to offer a mortgage. If you are selling your share of the property or looking to remortgage you may need to extend your lease. This is a straightforward process and WTHP are committed to making it as affordable as possible. Please contact us for details and to get the process underway.

## HOW IS MY RENT CALCULATED?

The initial annual rent amount when the property is first sold is set at a percentage of no more than 3% of the value of the retained share, a smaller percentage is often used. The annual rent increase calculation will be set out in the lease – usually based on Consumer Price Index (CPI) or Retail Price Index (RPI) plus a specified percentage.

## WHO IS RESPONSIBLE FOR REPAIRS?

Generally the shared owner is responsible for their own repairs, this includes replacement kitchens and bathrooms. WTHP will look after any structural repairs, the details will be set out in the lease.

# RESIDENT ENGAGEMENT UPDATE

Helping us to provide better services

We value and encourage customer involvement and feedback to help shape and improve the services we deliver, and also to provide scrutiny on how we are performing to support our collaborative continuous improvement ethos. **There are a number of ways you can get involved, including the following:**

## RESIDENT SCRUTINY PANEL MEETINGS

The Resident Scrutiny Panel meet every three months to review our performance, complaint responses and policy updates. They also carry out in depth scrutiny projects – you can find their most recent review on our website on the Get Involved page. Come along to a meeting or contact us to find out more!

## THE HOMEOWNER FORUM

The Homeowner Forum offers an opportunity for our shared owners and leaseholders to meet online twice a year with key members of the team to discuss what's important to them.

## ESTATE WALKABOUTS

Estate walkabouts are carried out where we have a number of homes together. Contact your Housing Officer for more information.

## CUSTOMER FACING POLICIES

Customer facing policies are shared on our website for consultation when we are reviewing and updating them. Keep a look out on the home page of our website for more policies coming soon or contact us if you are interested in finding out more.

## COMMUNAL CLEANING AND GROUNDS MAINTENANCE

We are still looking for customers to get involved in the procurement of our new communal cleaning and grounds maintenance contracts. If you'd like to have your say on what these services look like, please get in touch.

## SATISFACTION SURVEYS

Completing satisfaction surveys – we carry out regular telephone surveys to understand satisfaction and areas for improvement with our repairs, complaints and allocations processes. **See page 18 for more information.**

For more information about any of these important engagement opportunities, please contact us by emailing [customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk) or calling us on **01934 750780**.



# ANTI SOCIAL BEHAVIOUR

## A MULTI AGENCY APPROACH TO TACKLING ANTI SOCIAL BEHAVIOUR

At Willow Tree Housing, when tackling Anti-Social behaviour issues, we believe that strong communities are built and best results are reached when working in collaboration with Partner Agencies enabling a multi-agency approach and early intervention to ASB issues. Over recent months, WTHP have worked closely with local residents, Avon & Somerset Police, social care professionals, the local school and other partner agencies to address a complex case of persistent anti social behaviour (ASB) that was having a significant impact on neighbours and the wider community.

The case began after several residents reported ongoing disturbances linked to one household, including excessive noise, verbal abuse, late night visitors, and incidents that raised safeguarding concerns. Our Housing Team acted quickly, meeting with affected neighbours, gathering evidence, and offering reassurance that their concerns were being taken seriously.

A multi agency approach was essential. Regular information sharing meetings were held with police, social workers, and other support services to ensure a coordinated response. This allowed partners to identify underlying issues, monitor risks, and take timely action to protect the wellbeing of residents.

## SUPPORT FIRST, ENFORCEMENT WHEN NECESSARY

While tackling ASB was the key priority, we also recognised the importance of offering the tenant causing the anti-social behaviour, appropriate support. The household was referred to social care for additional guidance, and we encouraged engagement with services that could help address the underlying causes of the behaviour.

However, despite early interventions and repeated offers of support, the ASB continued. At the same time, the tenant fell into significant rent arrears and failed to respond to multiple attempts to agree a repayment plan. These arrears continued to grow, further breaching the terms of their tenancy.

## TAKING LEGAL ACTION TO RESTORE COMMUNITY SAFETY

Given the ongoing impact on neighbours, and the lack of engagement from the tenant, Willow Tree Housing made the decision to progress enforcement action. This was not a decision taken lightly and was only pursued once internal processes had not resolved issues for the community. It was therefore necessary to take robust tenancy action via the legal route by serving a NoSP (Notice of Seeking Possession), this means we are going to Court to ask a Judge to grant WTHP possession of the home and means evicting the tenancy holder who has breached their tenancy.

With the support of the police and partner agencies, we presented clear evidence of ASB and tenancy breaches, including the unresolved rent arrears. The court granted possession of the property, and the tenancy has now come to an end.

## A POSITIVE OUTCOME FOR LOCAL RESIDENTS

Following the eviction, residents have reported a significant improvement in the area. Noise levels have reduced, disruptive behaviour has ceased, and the sense of safety and wellbeing within the community has been restored.

This case highlights the importance of partnership working, early reporting, and a balanced approach that combines robust enforcement with meaningful support. Willow Tree Housing remains committed to maintaining peaceful, thriving neighbourhoods where every resident feels safe and respected.

# GUIDE TO REDUCING DAMP AND MOULD IN YOUR HOME

In line with the introduction of Awaab's law 27 October 2025, we thought the following hints and tips would be useful.

Damp and mould can cause damage to your property and affect your health. Follow these simple steps to keep your home dry, warm, and well-ventilated

## VENTILATE REGULARLY

- Open windows for 10–15 minutes each day, especially after cooking or showering
- Always use extractor fans in the kitchen and bathroom
- Keep trickle vents on windows open and don't block air vents
- Leave interior doors open occasionally to allow air to circulate



## MAINTAIN CONSISTENT TEMPERATURE

Where possible

- Keep your home at a steady, comfortable temperature
- In cold weather, use low background heating instead of turning heating off completely
- Avoid sudden temperature drops, which cause condensation to form

## CONTROL MOISTURE

- Wipe away condensation from windows and sills each morning
- Dry clothes outside whenever possible
- If drying indoors, use a ventilated room and open a window
- Cover pans when cooking and use lids on kettles
- Avoid leaving wet towels or clothes in piles indoors

## ENCOURAGE GOOD AIRFLOW

- Leave small gaps behind furniture to prevent trapped moisture
- Don't block radiators or air bricks
- Move large items slightly away from walls to help air move freely

## KEEP YOUR HOME CLEAN AND DRY

- Clean any mould as soon as it appears using a mild detergent or mould cleaner
- Check regularly for leaks around windows, roofs, or pipes and report them as soon as possible
- Avoid overfilling cupboards and wardrobes; let air circulate

## IF YOU NOTICE PERSISTENT DAMP OR MOULD

- Report it to us as soon as possible on **01934 750780** or email [customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)
- Take photos to record the problem and note when it started

**Never ignore damp or mould!**  
It gets worse and harder to treat over time,  
and could cause health issues.

# HEALTH AND SAFETY INFORMATION

As part of our ongoing commitment to maintaining a safe and secure living environment, Willow Tree Housing Partnership (WTHP) have provided this annual Health & Safety reminder to residents.

This was posted out to you back in December 2025, this is a reminder about Fire Safety and Asbestos. WTHP do not have a responsibility to maintain Shared Ownership properties.

Your co-operation plays a vital role in protecting yourself, your neighbours, and the wider building.



## 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 building management and WTHP 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.



## 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 WTHP immediately.

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



## 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 WTHP immediately.

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



## SMOKE ALARMS

All 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 to arrange to test your alarms

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.

WTHP carry out various compliance checks as detailed below. These checks are mandatory and are to 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.

COMPLIANCE SAFETY CHECK FOR WTHP HOMES	FREQUENCY
Landlord Gas Safety Check (LGSR) including carbon monoxide and smoke alarm test	Once a year
Electrical Installation Condition Report (EICR)	Every 5 years
Renewable Servicing including smoke alarm test	Once a year
Fire Door Inspection - Holyrood Court, Leigham Court, St Marys Street, Manley Gardens	Once a year
Asbestos Management Survey	Every 10 years
Asbestos Refurbishment survey	Infrequent – Only for planned works
Smoke Alarm Servicing – Electric only properties	Once a year
Energy Performance Certificate (EPC)	Every 10 years

# 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
Q3 OCT - DEC PERFORMANCE	1645	20 DAYS	73%

As at the end of quarter 3, 31 December 2025, current tenant rent arrears as a % of rent charged:

INCOME COLLECTION	TARGET	ACTUAL	AMOUNT
GENERAL NEEDS RENTED	4%	4.5%	£349,814
RENTPLUS HOMES	3%	3.6%	£57,552
SHARED OWNERSHIP	2.5%	1.4%	£5,521

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

## ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

Between 1 October 2025 and 31 December 2025 we have managed:

- 8 new anti-social behaviour cases
- 6 safeguarding concerns
- 0 domestic abuse concerns
- 0 hate crimes

### HOME IMPROVEMENT WORKS

In Q3, to 31 December 2025, we have completed:

- 12 new bathrooms
- 4 new kitchens
- 19 replacement gas boilers
- 3 replacement renewable heating system

ASB TYPE	CASES
ANIMAL RELATED NUISANCE	0
CRIMINAL DAMAGE/VANDALISM	0
INTIMIDATION/HARASSMENT	0
MISUSE OF COMMUNAL AREAS	0
NOISE	4
RUBBISH/FLY TIPPING	1
SUBSTANCE MISUSE	1
UNACCEPTABLE BEHAVIOUR	1
UNACCEPTABLE BEHAVIOUR	1
<b>TOTAL</b>	<b>8</b>

# TRANSACTIONAL SATISFACTION SURVEYS

This year, we are collecting more tenant satisfaction information from customers to enable us to target improvement work where it matters most to you.

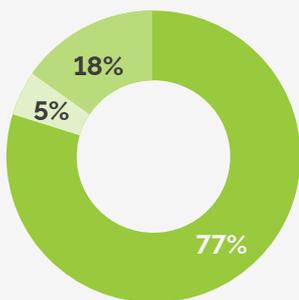
To help us understand how we can improve our services, we complete regular satisfaction surveys with customers who have reported a repair, recently moved into their home or made a complaint.

Here you can see the overall satisfaction in these three areas for the year to date, together with levels of satisfaction with specific aspects of those services.

SERVICE AREA	Q1 JUNE 25	Q2 SEPT 25	Q3 DEC 25	Q4 MAR 26
REPAIRS	73%	79%	77%	
LETTINGS	82%	76%	79%	
COMPLAINTS	100%	60%	60%	

## REPAIRS

Satisfied
  Neither
  Dissatisfied

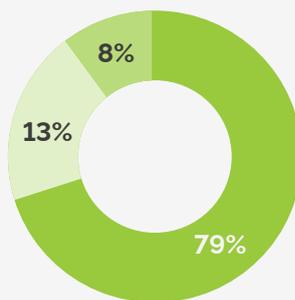


Overall  
77%

- Easy to report **78%**
- Kept informed **70%**
- Attitude, treatment and tidying of the home **86%**
- Quality of work **78%**
- Easy to deal with **75%**

## LETTINGS

Satisfied
  Neither
  Dissatisfied

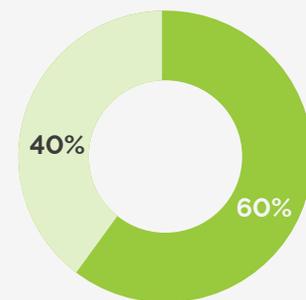


Overall  
79%

- Easy to deal with **92%**
- Repairs satisfaction **57%**
- Property condition at letting **58%**
- Kept informed **88%**
- Information and advice provided **88%**

## COMPLAINTS

Satisfied
  Neither
  Dissatisfied



Overall  
60%

- Easy to deal with **60%**
- Ease of reporting **80%**
- Complaint outcome **60%**
- Kept informed **60%**
- Time taken to resolve **60%**

# OPENING TIMES OVER THE EASTER PERIOD

Friday 03 April	<b>CLOSED</b> – BANK HOLIDAY
Saturday 04 April	CLOSED
Sunday 05 April	CLOSED
Monday 06 April	<b>CLOSED</b> – BANK HOLIDAY
Tuesday 07 April - Normal office hours resume	<b>9AM - 5PM</b>

When leaving a message on our answer phone (**01934 750 780**), please ensure that you leave details of your full name, address and telephone number – so that we may return your call. We also ask that you speak clearly and slowly.

## REPAIRS OVER THE EASTER PERIOD

If you have a maintenance emergency while the office is closed, please use the out of hours telephone numbers below.



### TYPE OF EMERGENCY

### CONTRACTOR TO CALL

Gas emergency heating and renewable heating or gas hot water repairs

Gregor Heating  
**01179 352 400**  
*Select the Out of Hours Option*

**All other emergency repairs, including electric heating and electric hot water repairs or Health & Safety issues.**

For Cornwall, Plymouth, West Devon, South Hams, Torridge & Teignbridge

MSB Property Services  
**01752 228 266**

All other areas

MD Property Group  
**01392 449 991**

**Please remember**, if your call is deemed not to be an emergency you may be charged for any callout that you request. If your property is less than a year old and you have an emergency or urgent repair, please refer to your **Home User Guide** for contact information for the developer.

### 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 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

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

**01934 750 780**

**DELIVER & GROW**