



**WILLOW TREE**  
HOUSING PARTNERSHIP

# NEWSLETTER SUMMER 2025

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# TENANT SATISFACTION MEASURES

In 2024, Acuity were commissioned to undertake a survey based on the the Tenant Satisfaction Measures (TSM) from the Regulator of Social Housing

At the close of the survey, **392 responses had been received**, with **64% of residents satisfied** with the overall services provided by Willow Tree Housing Partnership (WTHP). This sat towards the middle range of the survey measures, with the highest satisfaction for the way residents are treated fairly, with respect and provided with a safe home.

Several measures, however, received satisfaction levels below 60%, with the lowest ratings being for the contribution WTHP made to the neighbourhood and how we listened to and acted upon residents views (55%). While 26% of residents said they were satisfied with the handling of complaints, considerably more were dissatisfied.



There had been some change in satisfaction levels since the 2023 survey with the overall satisfaction decreasing. The key driver for overall satisfaction, is the provision of a well-maintained home, followed closely by the contribution made by WTHP to the neighbourhood.

When asked to provide feedback about the service, many residents were positive, but the repairs service attracted a few negative results around dealing with outstanding repairs and the time to complete repairs. Some residents said they would also like to see improvements in the customer service they receive by being shown more care and support, and for calls to be returned when promised.

We are continually reviewing and improving working practices to ensure a better service for our residents. We are committed to ensuring that staff knowledge and understanding remains a high priority.

We are currently undertaking **TSM and transactional surveys for 2025**. We are hoping to see an improvement in tenant satisfaction following on from the work that WTHP has undertaken in the last year.

For further information on WTHP's Summary of Approach and the survey results please visit our website or click [\*\*HERE\*\*](#)



# DO YOU KNOW WHAT SUPPORT IS AVAILABLE?

Look at what is available in your area. If you need support which isn't covered in the lists below, then please do contact us and we will signpost you to the relevant support services

## LOCAL FOOD BANKS

Food banks are available in most areas. You will need a referral to access the food bank; most local schools can refer you for a food bank voucher.

The Citizens Advice can also refer you for a food bank voucher and can offer you other support including debt advice. The Citizens Advice can be contacted on:

 **0800 144 8848**

 **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

## MENTAL HEALTH SUPPORT SERVICES

### MIND

A charity who can help if you need support with mental health.

 **[www.mind.org.uk](http://www.mind.org.uk)**  **0300 102 1234**

If you are in crisis and are at risk of harming yourself then call 999.

### SAMARITANS

Open 24 hours a day 365 days a year, and can support you without judgement with whatever you are going through.

 **[www.samaritans.org](http://www.samaritans.org)**  **116 123**

## PLYMOUTH INDEPENDENT LIVING

A user led charity providing tailored tenancy and life skills support, to help people live independently in their own homes.

**SUPPORT WITH** paying bills, liaising with agencies (utilities, social care, health), budgeting, menu planning, shopping, cooking, attending appointments, tenancy sustainment.

**OFFERS TRAINING** (e.g. "enabling" sessions), outings, day trips, even group holidays.

**SUPPORTS PEOPLE WITH AUTISM** learning disabilities, physical and sensory impairments, acquired brain injuries, dementia.

### CONTACT:

Floor 2 Cobourg House, 32 Mayflower Street, PL1 1QX

 **01752 251 311**

 **[plymindependliv@btconnect.com](mailto:plymindependliv@btconnect.com)**

## SOUTH HAMS

### South Hams District Council Support Directory:

provides links to advice on benefits, council tax, hardship funds, money and debt support, housing assistance, mental health services, energy-saving advice, and more **Support Directory | South Hams District Council**

**South Hams Community Action (SHCA):** offers one-to-one support around social isolation, mental health, digital inclusion, training, volunteering, and community group development **[www.southhamscvs.org.uk](http://www.southhamscvs.org.uk)**

## SOMERSET

Community Council for Somerset Village Agent Services: **Village Agents | Somerset Village & Community Agents**

A Village Agent can help you if you are over 18 years old and need help with nearly anything such as feeling lonely, help to access the right people if you have a problem and don't know where to turn, help for you if you are a carer and need support.

## NATIONAL SUPPORT SERVICES

If you cannot see your area listed then there are support services that are available Nationally, details are listed below. Don't forget that Willow Tree Housing Staff may be able to signpost you to other services.

National Energy Action: **National Energy Action (NEA) - the UK's leading fuel poverty charity**

Citizens Advice Bureau: **0800 144 8848** or **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

National Domestic Abuse Helpline: **0808 2000 247** or **[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)**

Sanctuary Directory of National Support Helplines: **National support and Information Helplines | Sanctuary**



# GOOD NEWS STORIES

Willow Tree Housing Partnership supports local community groups



## PENNYCROSS PRIMARY SCHOOL

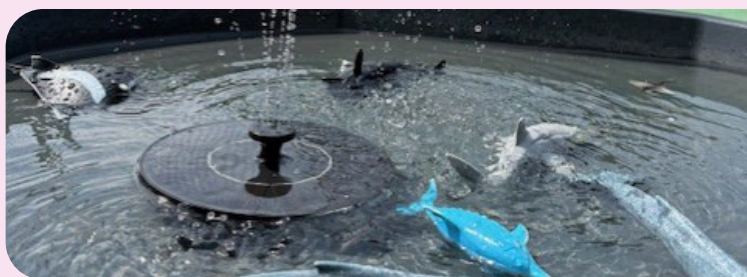
Willow Tree Housing Partnership (WTHP) recently presented a cheque for **£500** to Penny Cross Primary School, this was to go towards the creation of an allotment area.

The school hopes to teach children about community and sustainability. They intend to include our residents next door at Holman Court, and open this space up to interested community members. WTHP hope that staff will join them at some stage for a digging and planting session.

### Headmaster Stuart Tulloch-Thomas commented:

"Penny Cross Primary School is extremely appreciative of the strong partnership we have forged with Willow Tree Housing. Denise (Housing Officer) has worked closely with the school and as a result WTHP kindly donated **£500 towards our allotment project**. We look forward to sharing the space with the local community early next spring when planting can begin!"

## CREECH ST MICHAEL



When WTHP took ownership of the 5 affordable homes in Creech St Michael, Somerset, we decided not to hold an opening ceremony. Instead, **we donated £200 to the local community pre-school** who purchased treats for the children, not something they can usually do as a charity. Strong communities are vital in rural areas, which is why we always support **Rural Housing Week**.

### A representative at the pre-school commented

"We were really lucky to be gifted some money for treats for the children. As a charity we have so little money to spend on extras that we wanted to spend it wisely and so we took careful consideration of what we should choose. We already have our basic EYFS (Early Years Foundation Stage) provision, but we have been able to compliment this to expand what we offer. An example of this is our new solar water fountain which has been invaluable in the temperatures we are currently experiencing. The children have not yet worked out it is the sun that makes the fountain spray at its best. We'll let the children continue to problem solve how it works over the coming weeks!"

A big thank you to the Willow Tree Housing Partnership for our season and lifecycle puzzles, our water fountain, our number inlay trays and our new camera!! These gifts are really appreciated."

## MORCHARD BISHOP C of E PRIMARY

As part of Rural Housing Week, our CEO Donna Johnson and Development Project Manager Karen Walker visited Morchard Bishop C of E Primary School to present them with a cheque for **£250**.



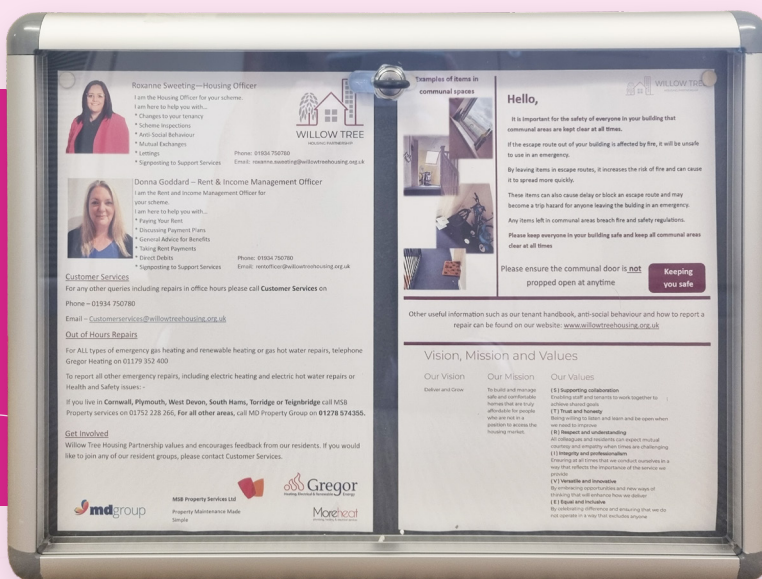
**Hannah Bancroft, Academy Head** at the school said "We are delighted to be receiving the kind donation from Willow Tree Housing as part of Rural Housing week. Any addition of income into the school in the current climate is most welcome and we will be using the money to buy high quality texts to support our new curriculum. We are a school that reads, reads, reads and being able to use amazing books brings lessons alive and further encourages a love of reading".

# ESTATE WALKABOUTS

Willow Tree Housing Partnership carry out regular Estate Walkabouts in each area

Our housing officers will be carrying out Estate Walkabouts at some schemes which residents will be invited to, look out for a letter that may be sent to you advertising the walkabout date. The dates will also be advertised on our website, social media and your scheme noticeboard. Our property inspectors, gardeners and cleaners will be invited to these events along with other partner agencies such as local schools, local MP and the neighbourhood policing team for the area.

**LOOK OUT FOR THE  
ESTATE WALKABOUT  
DATES ON YOUR  
NOTICEBOARD**



Since April, Estate Walkabouts have taken place at:

Coopers Court	Pembroke House
Blacklands Close	Orchard Vale
Grebe Road	Rosevean Court
Hillcrest	Rutland House
Holman Court	School Road
Kingfisher Drive	St Marys Street
Monmouth Court	Willand Road

Do look out on our website, social media and noticeboards for dates of future walkabouts.

For residents who cannot join us in person, we will be trialling a pilot scheme of attending a scheme surgery online.



# RESIDENT ENGAGEMENT UPDATE

First meeting of the new Homeowner Forum. Learn more about the Resident Scrutiny Panel's project on responsive repairs

The first meeting of the new Homeowner Forum took place online over Microsoft Teams in the evening on 7 July 2025. Four shared owners attended and were joined by our Housing Service Operations Lead, Emily Shuttleworth Interim Head of Property and Assets, Kevin Alexander; Angela Derry, Shared Ownership & Rentplus Officer; and Dawn Kirby, Property Team Leader.

With home owners invited to put forward their subjects for discussion, the agenda included lease extensions, staircasing, the re-sales process, repair responsibilities, communication and other engagement opportunities.

Everyone involved agreed it was an interesting and useful opportunity to get together and for our home owners to be able to have an engagement opportunity aimed specifically at them. We are now busy reviewing some of the actions discussed, and will update on these in the next newsletter.



Three members of the Resident Scrutiny Panel met at our office in Plymouth with several WTHP colleagues, on 3 July 2025, to complete a scrutiny project on the responsive repairs service.

## During the day we reviewed:

- 1 The communication channels for raising a repair
- 2 The journey from report to completion, outlining the customer and contractor communication points, as well as the technical processes of raising the work on our housing management system, passing it through to contractors, and what happens when additional work is needed or there is a problem with the work
- 3 The information shared with tenants who raise a repair
- 4 How we collect customer satisfaction information relating to repairs

The Panel met again on **31 July 2025** to go through other typical agenda items such as performance information, a review of any stage 2 complaints, and to review any customer facing policies which are due to be updated.

If you are interested in joining the Resident Scrutiny Panel, or would like further information on the Homeowner Forum or Estate Walkabouts, please contact us at [customerservices@willowtreehousing.org.uk](mailto: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
Q1 APRIL - JUNE 25 PERFORMANCE	1148	23 DAYS	73%

As at the end of quarter 1, 30 June 2025, current tenant rent arrears as a % of rent charged:

INCOME COLLECTION	TARGET	ACTUAL	AMOUNT
GENERAL NEEDS RENTED	4%	4.7%	£361,559
RENTPLUS HOMES	3%	3.6%	£59,297
SHARED OWNERSHIP	2.5%	1%	£3,849

HEALTH AND SAFETY	TARGET	Q1 JUNE 25	Q2 SEPT 25	Q3 DEC 25	Q4 MAR 26
GAS SAFETY COMPLIANCE	100%	99.9%			
10 YEAR ELECTRICAL SAFETY COMPLIANCE	100%	97.8%			
FIRE SAFETY IN COMMUNAL AREAS	100%	98%			

## ANTI-SOCIAL BEHAVIOUR, SAFEGUARDING AND DOMESTIC ABUSE

Between 1 April 2025 and 30 June 2025 we have managed:

- 12 anti-social behaviour cases
- 2 safeguarding concerns
- 2 domestic abuse concerns

## HOME IMPROVEMENT WORKS

In the year to 30 June 2025 we have completed:

- 11 new bathrooms
- 2 new kitchens
- 1 replacement doors and windows
- 4 replacement gas boilers
- 3 replacement renewable heating systems

ASB TYPE	CASES
ANIMAL RELATED NUISANCE	2
CRIMINAL DAMAGE/VANDALISM	0
INTIMIDATION/HARASSMENT	2
ILLEGAL USE OF PROPERTY	1
NOISE	3
NUISANCE BEHAVIOUR	1
SUBSTANCE MISUSE	1
RUBBISH/FLY TIPPING	2
TOTAL	12

# COMPLAINTS

## Complaints Performance Summary for the year ending 31 March 2025

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

Like many housing associations, we experienced an increase in the number of Stage 1 complaints received in 2024/25 compared to 2023/24. Encouragingly, the number of complaints escalated from Stage 1 to Stage 2 has decreased, indicating more issues are being resolved at the first stage of our complaints process.

We continue to work hard to build a positive complaints culture where feedback is welcomed and used to support ongoing improvement. We have also strengthened the quality of our complaint responses; ensuring they are clear, empathetic, and include a well-defined action plan to resolve issues effectively.

COMPLAINT STAGE	TOTAL 2023/24	TOTAL 2024/25	FULL YEAR AVERAGE RESPONSE TIME*
STAGE 1:	64	87	10 Working Days
STAGE 2:	23	15	15 Working Days

\*Our target is to respond within 10 working days at Stage 1 and 20 working days at Stage 2.

In 2024/25, we received four Housing Ombudsman's investigations:

- **1 concluded with a finding of no maladministration**
- **3 are still under investigation**

Our Annual Report will include more detailed information on complaints for 2024/25.

YOU CAN MAKE A  
COMPLAINT ON  
OUR WEBSITE HERE

The screenshot shows the Willow Tree Housing Partnership website. The header includes the logo and navigation links: Home, About Us, Our Performance, Our Homes, Your Tenancy, Repairs, Get Involved, Contact Us, and Working for Us. The 'Contact Us' section is highlighted. Below it, the 'Make a Complaint' form is displayed. The form includes a 'Make a Complaint' button, a 'Complaints Handbook Leaflet' link, and a 'Complaints Policy' link. The form itself has fields for 'Name', 'Phone number', 'Email address', and 'Details of your complaint'. There is also a 'Please explain what you would like us to do to put this right?' field. At the bottom, there is a 'Submit Form' button and a 'Privacy Policy' link.

OR CLICK HERE ON  
OUR HOME PAGE



# FEEDBACK FROM COMPLAINTS

## Complaints Performance Summary for the year ending 31 March 2025

It is important for us to gather feedback on our complaints process to ensure that our responses are made within the required timeframes, are relevant to the complaint, clear, empathetic, and where appropriate, set out clear actions we will take to resolve the issue. We will always look to provide a named point of contact for any actions arising from the complaint.

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

Since September 2024, we have contacted 23 residents who submitted a Stage 1 complaint between 1 April 2024 and 31 March 2025.

### Survey Results:

QUESTIONS AND RESULTS	COMMENTS
83% agreed that it was easy to make a complaint	← We aim to make our complaints process as accessible as possible. Complaints can be submitted in person, by phone, email or via our website.
96% agreed that they received an acknowledgement within 5 days	← We will continue to ensure timely acknowledgements of all complaints within our 5 day timescale.
87% agreed that they felt listened to when they made a complaint	← While this is encouraging, we are committed to improving this score further by ensuring every resident feels genuinely heard - especially when they have taken the time to raise a complaint.
61% agreed they received a phone call to discuss their complaint	← We now aim to speak with all complainants on the phone (unless they request otherwise).
91% agreed that the formal response was clear and addressed the complaint issues	← We want every response to be clear and relevant. We continue to improve this area and are happy to discuss any part of a response that may be unclear.

### Feedback from Complaints - What's Next 2025-26

For 2025-26, Willow Tree Housing Partnership have commissioned Acuity to carry out a range of tenant satisfaction surveys. As part of this process, Acuity will independently contact residents who have submitted Stage 1 complaint (once the complaint has been closed) to gather feedback on their experience on our complaints process.

Anyone can contact the Housing Ombudsman by accessing their website:

[www.housing-ombudsman.org.uk/contact-us](http://www.housing-ombudsman.org.uk/contact-us)

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

0300 111 3000

# HEALTH AND SAFETY

Making sure you are safe in your home

## USING THE WINDOWS IN YOUR HOME SAFELY

Many of your homes are fitted with window restrictors for safety reasons but can be disengaged to clean, or for additional ventilation. Knowing the risks associated with opening windows is important and if the window safety devices in your home aren't used correctly, people can fall from them – and the risks are especially high if you have young children at home.

To minimise the risks, please take some time to familiarise yourself with how your windows operate, and how to use them safely.

### Window restrictors

These are safety devices that stop windows from opening more than 10cm (4 inches) without being manually released.

When you open windows to let in fresh air, always make sure the restrictors are in place and secure. These restrictors will help to prevent falls and can save lives. If you need to open a window wider than its restricted position (to ventilate a room, or to clean your window, for example), you should always re-engage the window restrictor as soon as you're done.

If your windows have key locks, please remember that you should always lock them when your window is closed.

Never paint over UPVC windows, especially the handles, hinges, and restrictors, as this can stop them from working properly.



### If you have children at home or visiting, it's important to:

- Never leave them alone in rooms with open windows.
- Remind yourself and others about the dangers of open windows.
- Talk to everyone in the house, including older children and visitors, about window safety and agree on how to keep young children safe.
- Always keep windows closed using the handle and lock them if you have key locks.
- Remove the keys and keep them out of children's reach, but nearby in case of an emergency.
- Avoid placing toys or other objects that might entice children near windows.
- And remember that children should never open windows or operate restrictors themselves.

### It's important to check your window restrictors regularly. To do this:

- Check that your window restrictors are working correctly. You shouldn't be able to open a restricted window more than 10cm (4 inches) without manually releasing it.
- If you live in a high-rise building, check that all your windows have restrictors installed.
- Do not remove or tamper with your windows for any reason. They have been installed for your safety.

**If you need to open windows to ventilate rooms, use windows that are out of children's reach and double-check that your window restrictors are in place and working.**

### For everyone's safety, please don't keep furniture or store items under windows or on balconies.

Children and vulnerable adults may not understand the dangers, and it can only take a few seconds for them to climb onto something and fall.

If you can't avoid placing a bed or piece of furniture near a window, please take extra care to lock windows and engage any restrictors.

**And last, but not least – make sure you clean your windows safely.**

To do this:

- **Stand securely on the floor, and never on a chair or stepladder.**
- **Don't overreach or lean out of the window. Keep both feet on the floor if you can, or ask someone for assistance.**
- **Avoid leaning against the glass.**
- **Never sit or stand on the windowsill or bottom ledge of your windows.**

If your window can reverse inwards for cleaning the outside pane from inside your home, ensure it is securely positioned before cleaning, and always re-engage the window restrictors afterwards.

If you think your windows and/or window restrictors have been damaged, removed, or you've spotted another issue, please call us on **01934 750 780** as soon as you can.

## **REMEMBER: WE'RE HERE TO HELP IF YOU NEED US**

### **Awaab's Law**

Many of our residents will sadly be aware of tragedies that have happened in recent years to people who live in social housing. Because of this, legislation has been passed to try and ensure that such events don't happen again.

The Social Housing Act of 2023 introduced Awaab's Law, the detail of which will come into effect in October this year. It is centred around ensuring everyone lives in a home that supports health and wellbeing. Below is a summary of what your landlord will be held to account to do:

If a social landlord becomes aware of a potential damp and mould hazard in a social home, we must investigate within 10 working days to ascertain if there is a hazard.

We must provide residents with a written summary of the investigation findings within three working days of the investigation concluding.

If it is found that the damp and mould hazard poses a significant risk of harm to the health or safety of a resident, we must make the property safe (using temporary measures if necessary) within 5 working days of the investigation. Supplementary work needed to prevent serious hazards reoccurring must be completed within 12 weeks and overall repair works must be completed within a reasonable time period.

In an emergency situation, we must investigate and action any emergency repairs as soon as reasonably practicable and, in any event, within 24 hours.

If we cannot make your home safe within the specified timescales for Awaab's Law, then we must offer to arrange for you to stay in suitable alternative accommodation, at our expense, until it is safe to return.

We must keep clear records of attempts to comply with these requirements, including records of all correspondence with you and any contractors. If we are unable to meet these requirements for reasons beyond our control, we will be expected to provide a record of the reasons that prevented us from doing so.

If you are experiencing problems with damp and mould please contact us as soon as possible on **01934 750 780**

### **Health and Safety Updates: Checking your Home Meets the Decent Homes Standard Call to Action!**

As you will know, we have been making contact with all of you in recent months to arrange a survey of your home to assess it for any work required. This is part of our work on the Decent Homes Standard and making sure we verify whether we meet it or not. For more information on what this means, please visit this website

#### **What Is the Decent Homes Standard?**

We would very much like to thank those residents who allowed us in to do this work, and appreciate that it can be inconvenient having to take the time out.

We are still trying to gain access to some homes to carry out this crucial assessment. We would ask anyone who has not been able to have the survey carried out yet, to contact us at your earliest convenience for us to arrange an appointment on **01934 750 780**

**This will help us to ensure we do the right work at the right time to your home going forward.**



# REGULATORY JUDGEMENT

Summer 2025 update

In our spring newsletter, we wrote about how we were aiming to make improvements to understand the condition of your home, to work with you on what matters to you, and to continue to learn from complaints we have received.

I am delighted to report that our efforts are beginning to have an impact on how you feel about your service. I would like to say **thank you to all of our tenants** who have responded to the survey calls we have been making to understand how we can continue to improve.

**Since the spring we have improved your satisfaction with repairs from 57% to 70%**

**Your view on having a well maintained home from 56% to 67%**

**Your view of how we work with you to combat anti-social behaviour from 55% to 65%**

Though these results show a real positive trend, I am aware that this will certainly not feel like the case for all of our tenants. What is important to us now is to make sure that we continue to work to deliver a great service to everyone.

I wrote last time that Willow Tree Housing Partnership is nowhere near perfect and this is still true. The shoots of improvement are beginning to show; colleagues have been receiving training on managing housing and repairs, as well as how to deliver good customer service with our new Strive to Thrive programme. We hope you see the evidence of this in the months ahead as we work to prove that what you think matters, but more importantly that you feel the evidence of this with every interaction that we have with you.

I would like to say thank you again and remind all of you that should you wish to work more closely with us on our improvement programme, do not hesitate to let us know.

Phone on **01934 750 780** or email **customerservices@willowtreehousing.org.uk** and we will let you know how.



**Donna Johnson**  
Chief Executive

# MEET OUR PROPERTY TEAM

Our property team are responsible for co-ordination of day to day repairs and maintenance work on your homes

## Dawn Kirby



### What did you do before coming to work for WTHP?

I have worked in Social Housing for 32 years within Property Services, covering responsive repairs, voids, planned maintenance and compliance. Before moving to Somerset, I was a DLO Manager where I had set up and managed the in-house direct labour team of multi-skilled operatives, electricians, gas engineers, plumbers, carpenters and a team of gardeners; which is one of the proudest moments in my working career.

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

There is not a typical day for me as it can vary from day to day dealing with different challenges, achieving different rewards. As well as supporting my team of Property Inspectors, I liaise with residents, contractors, external customers and other departments in Willow Tree Housing Partnership (WTHP) on a daily basis.

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

I have enjoyed being part of the WTHP journey and building a new property team. I am looking forward to working with my team and our goal is to provide a first-class repairs and maintenance service to our residents.

## Dean Pillar



### What did you do before coming to work for WTHP?

I worked as an insurance surveyor for 10 years and before that I worked as a maintenance supervisor at Devon and Cornwall Housing Association for 10 years.

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

A typical day can vary but it's generally a mix of visiting tenants and vacant properties, admin tasks for example raising works and booking in visits, communicating with contractors to sort out various issues and making sure any health and safety issues are dealt with.

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

I'm looking forward to meeting new people either new colleagues or tenants and trying to help them with any issues they have.

### **Cristine Vasquez Tan**



#### **What did you do before coming to work for WTHP?**

I was a response surveyor for Exeter Council before joining WTHP and have over a decade of experience in residential property management sales negotiations and residential lettings in the private sector.

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

A typical day for a property inspector involves visiting properties to assess their condition, noting any maintenance or safety issues, and ensuring everything meets required standards. I document my findings carefully and communicate with homeowners or tenants to coordinate repairs and improvements. Every day brings new challenges, and I enjoy helping keep communities safe, functional, and well-maintained.

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

I look forward to helping our tenants to have and maintain a safe and comfortable home to live in. I enjoy the day to day challenge that the job presents.

### **Michael Harry**



#### **What did you do before coming to work for WTHP?**

Prior to joining WTHP, I worked for a few social housing organisations including Plymouth Community Homes and Guinness Partnership as a repairs/property inspector. I have also worked for the Local Authority where I live, Plymouth City Council.

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

I start work early, firstly going through my emails and correspondence. I write up the previous day's inspections and liaise with our Business Support Team to raise works orders with our contractors. I arrange appointments with tenants to visit their properties and carry out inspections. I can come across a variety of issues with properties, from damage caused by water ingress or even a faulty shower in a vacant property. I also check the work carried out by contractors and this includes newly fitted bathrooms and kitchens.

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

I love meeting people, I always try to greet our tenants with a smile. I understand that I'm usually there because something has gone wrong with the property, I want our tenants to know that I'm there to listen to the issues with their property and to help get things sorted.



# ANTI-SOCIAL BEHAVIOUR

Willow Tree Housing Partnership's Board recently reviewed one of our more challenging anti-social behaviour cases

## THE SERIOUS ANTI-SOCIAL BEHAVIOUR INVOLVED:

- **Use of Illegal substances**
- **Inappropriate and foul language**
- **Intimidating and inappropriate behaviour**
- **Noise nuisance**
- **Indecent behaviour**

The other residents in the community were seriously impacted by this anti-social behaviour and raised a Community Trigger. **The Community Trigger** is a case review which enables a victim of persistent anti-social behaviour to request a case review in order to determine what remedial action should be undertaken.

WTHP successfully sought an Injunction which prohibited the tenant from having guests at the property between the hours of 9pm and 9am each day. The injunction also prohibited the tenant from having a named guest at the property for a 12 month period. An injunction is a Court Order. If this order is breached an adult will be in contempt of court, this is punishable by a term of imprisonment of up to two years or an unlimited fine.

In addition to the Court Order, WTHP also served the household with a Notice of Seeking Possession (NoSP); this is a formal letter that informed the resident that we intended to take back possession of the home (if the injunction was breached). The NoSP is the first step in the legal eviction process. Willow Tree Housing Partnership (WTHP) take anti-social behaviour (ASB) seriously. One recent case required intensive Housing Management Intervention, by the Housing Team and Housing Officer. The tenancy has since been ended and the property has been re-let.

The community are now settled and enjoying their homes peacefully.

## Anti-Social Behaviour

We have had 12 ASB cases recorded this financial year. Our Housing Team attended comprehensive training with our solicitors on 19th June 2025. The training focussed on escalating anti-social behaviour cases in court where internal intervention had been exhausted.

WTHP made 2 safeguarding referrals this financial year (since April 2025). Two cases of domestic abuse were recorded, and the victim signposted to relevant support agencies. Do contact us if you need support.

**The table below shows the current ASB cases opened year to date.**

ASB TYPE	CASES
ANIMAL RELATED NUISANCE	2
CRIMINAL DAMAGE/VANDALISM	0
INTIMIDATION/HARASSMENT	2
ILLEGAL USE OF PROPERTY	1
NOISE	3
NUISANCE BEHAVIOUR	1
SUBSTANCE MISUSE	1
RUBBISH/FLY TIPPING	2
<b>TOTAL</b>	<b>12</b>

# DEVELOPMENT UPDATE

Willow Tree Housing Partnership have been part of some new developments in Somerset and Devon



## ILTON

Willow Tree Housing Partnership (WTHP) took handover of five affordable homes in Ilton on **24th July 2025**.

Works commenced on site in November 2023. The homes have been built to an **excellent standard by Otter Construct** who recently built 5 houses for us at Creech St Michael, and another 7 at North Petherton.

The affordable homes at St Katherines Close, Ilton include a mix of 1, 2 and 3 bed homes (two shared ownership and three affordable rent). Sales have already been agreed on the two shared ownership homes, which will be sold to people with a local connection. It is anticipated that the rented homes will be occupied soon.

The homes have been designed to include air source heat pumps, EV chargers, solar PV and batteries, so not only consider the environment, but also help with future running costs for residents. WTHP also undertook additional drainage works to the gardens to help circumvent some of the drainage issues often experienced in newly created gardens.

## MORCHARD BISHOP

WTHP are currently working with **Westhaven in Morchard Bishop** to provide a mix of affordable rent and shared ownership homes. The scheme started on site in **November 2024** and includes **six affordable homes** on a scheme of 20. The affordable homes are progressing well with all 6 watertight and plasterboarded with first fix plumbing and electrical completed. All homes include Air Source Heat Pumps, EV Chargers, Solar PV and Batteries and are proposed to be Energy Performance Certificate A. There are also biodiversity benefits incorporated within the scheme including bee blocks and swift boxes.

The two shared ownership homes (both 3 bedroom) are currently being marketed through **Helmores in Crediton**. They can be contacted on **01363 777 999** or **property@helmores.com**

The 4 x 2 bed affordable rented homes are due to be advertised later in early Autumn through **Devon Home Choice** and a Community Drop-In Event was held at the Memorial Hall in Morchard Bishop on 16th July 2025.



# RENTPLUS UPDATE

## Busy Times with Rentplus Rent-To-Buy Scheme

2024-25 had our largest number yet of residents coming to the end of their agreed rental periods and therefore due to purchase their homes. Several residents weren't quite ready to buy and needed a little more time to achieve this. We have identified residents with longer agreed rental periods who are keen to buy early, meaning we can use their 'spare' years to extend the other tenancy.

Since April 2025, a further three Rentplus residents have finalised their purchase with another seven due to complete soon. We have another two households who have just started their purchase process, with valuations being arranged, and four more are due to begin in the next few months.

We are pleased to have been able to assist some of our residents to move to a home which better meets the needs of their families. In 2024-25 five transfers were arranged and we have completed a further two since April 2025. We hold a waiting list for residents seeking a transfer, which is checked every time a Rentplus property becomes available.



We are always keen to meet our residents and be available to answer their questions, so we are in the process of arranging estate walkabouts over the summer. We visited Blacklands Close in Sparkwell, Devon as we have both Rentplus and rented properties on the development. It was lovely to meet people there and hope to see lots more of our residents soon.

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DELIVER & GROW

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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

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