



## CONTACT US



**Postal**  
Cornerstone House  
Western Way  
Exeter  
EX1 1AL



**Customer Service**  
01392 273462  
(Option 3)

mail@cornerstonehousing.net



**Repairs**  
01392 273462  
(Option 1)

repairs@cornerstonehousing.net

Our phone lines are open  
Monday to Friday from  
9.00am – 5.00pm.

### What you can do on our website

- Report an ASB Incident
- Report a repair
- View your tenant handbook
- Apply for a mutual exchange
- Make a complaint, give feedback or a compliment

### Out of hours

If you have an emergency with your home outside of our normal opening hours, you can call **01392 273462** (option 1) and your call will be diverted to our out-of-hours team.

Please contact us on 01392 273462 or mail@cornerstonehousing.net if you need this in a different format or language or if you need help reading or understanding it.

## WELCOME FROM KEITH

Hi Everyone!



The Resident Engagement Panel has been busy, attending The Residents' Network annual conference 2025, the focus was on amplifying the tenant voice and shouting about success.

This last month, we have focused on inspections of empty homes, also assessing properties which are fit for purpose for residents to move in. The REP members have been very keen to ensure Cornerstones letting standards are as high as possible and our residents get value for money. In today's market place we view the need to be competitive yet maintain a high standard, and provide rental accommodation we are proud to provide, and our residents are happy to live in, as we strive to provide safe, affordable, clean homes, which are damp and mould free.

The Resident Engagement Panel is constantly looking for new residents to assist us, either by becoming full members or one of the other volunteer positions available. You are welcome to join us at any of our monthly meetings (first Wednesday of each month 3.30 to 6)

I would like to wish everyone a Happy Christmas.

Keith Killingback  
Chair, Residents Engagement Panel

## STAFF SUPPORTING RESIDENTS AND THE LOCAL COMMUNITY

### Hedgehog fence

One of our residents, whose home backs onto the woodland, has become the proud host of a nightly hedgehog family visit—including some adorable hoglets! The visits have become a bit of a local attraction, with neighbours stopping by to catch a glimpse. Recently, the rather large male hedgehog was spotted struggling to squeeze under the garden gate. Luckily, one of our operatives was passing by and kindly offered to help. After assessing the situation, he suggested creating a dedicated entrance hole in the fence rather than trimming the bottom of the gate—a solution that would be safer and more effective for our prickly friend.



We got in touch with the resident to arrange the job with Andy, and she was absolutely thrilled. Andy carried out the work and the new hedgehog entrance has already made a big difference. The resident was delighted with the thoughtful approach, and we're happy to have helped make life a little easier for our local wildlife.

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### Helping CEDA

We were delighted help CEDA to get to the next stage of their garden project. Rich, Wayne, Mark, and Josh helped demolish the old raised flower beds at CEDA's head office, clearing the way for exciting new developments in the garden.



CEDA said "A big thank you to Cornerstone and everyone who helped get this job done and dusted!"

CEDA (Community Equality Disability Action) is a nonprofit organisation based in Exeter who are dedicated to empowering disabled people so they feel connected, happy, and seen.



# CHRISTMAS OPENING HOURS

Over the Christmas period, we will have slightly different opening hours

## Customer Service

Our customer service team will close at 1pm on 24th December 2025, reopening on 29th December at 9am. (Closed 1st January 2025)

**Customer Services - 01392 273462 option 3**

## Repairs service

Our standard repairs service will close at 1pm on 24th December.

From then on, our repair service will be for emergency repairs only. Call 01392 273462 option 1.

## Emergency Repairs

The types emergency callout we will be responding to are

- No heating or hot water
- Total or partial loss of electrics to the whole property (multiple lights or power outlets not working)
- Unsafe power – e.g. sparks from electrics
- Total or partial loss of mains water supply (such as no water to entire bathroom, but water in your kitchen)
- An uncontrollable leak – e.g. burst pipe, water tank or any leak that is affecting electrics or could cause damage to the property
- A hazard which could result in a slip trip and fall or severe damp and mould

We will attend to investigate your emergency within 24 hours and attempt to resolve the emergency on the same day. However, if this is not achievable due to spare parts being required, any other materials that cannot be sourced from distributors, then we will make the emergency safe. We will provide you with temporary electric heaters in the short term to keep you warm.

Visit [www.cornerstonehousing.net](http://www.cornerstonehousing.net) for more information on an emergency, urgent or routine.  
**2nd January, all services return to normal.**

You can pay rent, report a routine repair, or make an anti-social behaviour report via our website seven days a week.



# CONNECTING WITH YOU IN YOUR COMMUNITY

Twice a year, our Board, Executive Team, and Resident Engagement Panel tour both new and existing Cornerstone homes. These visits give us valuable insight into what's working well and where we can make improvements.

If you'd like us to include your street on our next tour, please get in touch we'd love the opportunity to meet as many residents as possible.



## SEE A HAZARD? LET US KNOW!

Your safety and the safety of your neighbours is really important to us. If you spot anything that could cause a slip, trip or fall in your building or around your estate, please report it to us straight away.

This includes things like:

- Loose paving or uneven paths
- Wet or slippery floors
- Items blocking communal areas or stairwells
- Damaged handrails or steps

Even small hazards can lead to serious accidents, so it's important we know about them as soon as possible.

Phone – 01392 273462 option 1  
Email – [repairs@cornerstonehousing.net](mailto:repairs@cornerstonehousing.net)  
Online – via our online reporting form

## NEW WEBSITE

We're Proud to Launch Our New Website!

After consultation with both residents and staff, we are delighted to announce the launch of our brand-new website!

Our goal was simple: to create a fresh, modern website that is easier to navigate and meets the needs of our residents. We listened carefully to your feedback and worked hard to ensure the new design is clear, accessible, and user-friendly.

The new website meets WCAG 2.0 AA accessibility standards, ensuring that everyone can access the information they need with ease.

We invite you to explore the site and discover its improved features. Your feedback is always welcome—this is your space, and we want it to work for you!



HOORAY!

## NEW TENANT HANDBOOK

We have updated our handbook after our Resident Engagement Panel completed a review and gave us helpful feedback on what's missing and what could be improved. Their suggestions are helping us create a clearer, more useful handbook that reflects what residents really need.

Our new handbook is fully digital and can be accessed via our website; however, if you would like a printed version, please let us know.



Tenant Handbook



## Cornerstone Housing Resident Annual Report 2024 - 2025

### CORNERSTONE'S ANNUAL REPORT 2024–2025: A YEAR OF LISTENING, IMPROVING, AND BUILDING TOGETHER

We're proud to share our latest Annual Report, which highlights everything we've achieved together over the last financial year and what we're planning for the future.

#### What's Inside?

- You Said, We Did – See how your feedback has shaped our services.
- Resident Satisfaction – Find out how we're performing and where we're improving.
- Repairs and Improvements – Find out what we have spent your rent money on.
- Community Support – Learn about the help available, from financial advice to wellbeing services.
- Resident Engagement Panel – What the panel has been working on over the year.

#### Why This Matters

This report isn't just about numbers it's about people. It's about listening to your experiences, acting on your concerns, and celebrating the progress we've made together. Whether it's improving communication, supporting residents in hardship, or planting trees for wildlife, every step is part of our commitment to being a kind, responsible landlord.

#### Get Involved

We'd love to hear what you think. If you'd like to join our Resident Engagement Panel, take part in future consultations, or share your views, please get in touch.

# CUSTOMER AND COMMUNITIES STRATEGY 2025–2030

We're excited to share our brand-new Customer and Communities Strategy, which outlines how we'll work with residents and communities over the next five years to improve services, strengthen neighbourhoods, and ensure every voice is heard.

This strategy is built around what matters most to you and your feedback from surveys, consultations, and conversations shapes it.

## Our Promise: We CARE

Our approach is simple and meaningful. We CARE:

- **Connect** – Listening and working with residents, communities and partners
- **Adapt** – Changing how we gather feedback and deliver services to meet diverse needs
- **Respond** – Taking action on what matters and doing what we say we'll do
- **Empower** – Supporting residents to have a voice and thrive

## What You Can Expect

Over the next five years, we'll:

- Be more visible in your communities through walkabouts, action days and events
- Improve services like anti-social behaviour handling, complaints, and communal cleaning
- Use resident data to tailor support and services to individual needs
- Strengthen partnerships with local organisations to offer more help and opportunities
- Make it easier for you to get involved and hold us to account

We've identified priority neighbourhoods and community development areas where we'll focus our efforts first, based on your feedback.

## How You Can Get Involved

- Join our Resident Engagement Panel
- Take part in local events and consultations
- Share your views through surveys and listening sessions

The full strategy will be published on our website by the end of 2025.



# DAMP AND MOULD - AWAAB'S LAW

We want every Cornerstone home to be a safe, warm, and healthy place to live. That's why we've updated our damp and mould process to reflect the new legal requirements under Awaab's Law, which came into effect from 27 October 2025.

## What Is Awaab's Law?

Awaab's Law was introduced following the tragic death of two-year-old Awaab Ishak, who died due to prolonged exposure to mould in his home. The law sets strict time limits for social landlords to investigate and fix health hazards starting with damp and mould.

## What's Changing?

From October 2025, we must:

- Investigate reported hazards within 10 working days
- Respond to emergencies within 24 hours
- Provide a written summary of findings within 3 working days
- Complete necessary works within 5 working days
- Start any additional works within 12 weeks

These timescales are now legally enforced, and we're committed to meeting them.

## How to report damp and mould in your homes

All problems with your home should be reported as soon as possible, this allows us to intervene at an early point.

Please give us clear information on the damp and mould within your property, the following information will help us assess the situation quicker.

- The room and locations of the damp and mould
- How long it has been within the property
- Pictures of the area affected
- If anyone in the household has health conditions or vulnerabilities.

## You can report damp and mould in the following ways:

- Call us 24/7: 01392 273462 (Option 1)
- Email: [repairs@cornerstonehousing.net](mailto:repairs@cornerstonehousing.net)
- Online: Use our repairs form during office hours (Monday–Friday, 9am–5pm any reports outside this time frame should be made to our out of hours service)
- In person: To any Cornerstone employee



# THINKING ABOUT A NO-WIN, NO-FEE DISREPAIR CLAIM?

## READ THIS FIRST

We understand how frustrating it can be when something in your home isn't working properly. But before you consider using a no-win, no-fee solicitor to make a disrepair claim, it's important to know the risks and how to protect yourself.

### What Are No-Win, No-Fee Claims?

These are legal claims made through solicitors who say you won't pay unless your case is successful. They often advertise online or through leaflets, offering to help tenants claim compensation for repairs not carried out.

### What You Might Not Know

If you make a claim and Cornerstone has already completed the necessary repairs, or if we were never made aware of the issue, you could be liable to pay the solicitor's fees yourself. This can be expensive and stressful.

Solicitors may still charge you if they believe your case wasn't strong enough even if you thought it was "no-win, no-fee."

### What You Should Do First

1. Always report repairs directly to us first.

We can't fix what we don't know about. If you don't tell us, we can't help and it could affect your legal rights later.

2. Give us a chance to resolve the issue.

We're committed to keeping your home safe and well-maintained. Most problems can be sorted quickly once we know about them.

3. Keep records.

Note when you reported the issue and what response you received. This helps us and you track progress

### We're Here to Help

If you're unhappy with how a repair has been handled, please speak to us. You can also make a complaint, and we'll work with you to resolve it.

Call us: 01392 273462

Email: [repairs@cornerstonehousing.net](mailto:repairs@cornerstonehousing.net)

Visit: [www.cornerstonehousing.net](http://www.cornerstonehousing.net)



# Gardening Competition 2025

**Congratulations the winner of this years gardening competition.**

Tallest sunflower – Lucas Wills

Best small garden - Suzanne Latham

Best baskets/containers – Louise Howe & Alina Gavruta

Best sustainable garden – Debbie Bah & S R

Budding gardener award – Maisie Nash & Lucas Wills



## SAFETY DURING AUTUMN AND WINTER

It's essential to look after your health and stay warm during winter. Here are some simple tips to help:

### Stay Warm

- Wear layers of clothing, especially when going out or sleeping.
- Use hot water bottles safely check for wear and tear before use and look for an expiry date.
- Keep your home at a steady temperature, ideally around 18°C in rooms you use often.\*
- Close doors to unused rooms and block draughts to keep heat in.
- Open curtains during the day to let in sunlight and warmth.

### Eat Well

- Try to eat regular meals and include warming foods like soups and stews.
- Drink plenty of hot drinks to stay warm and hydrated.

### Be Prepared

- If bad weather or illness keeps you at home, it helps to have cupboard essentials and cold/flu medicine ready.
- You can set up home deliveries for groceries and prescriptions if needed.

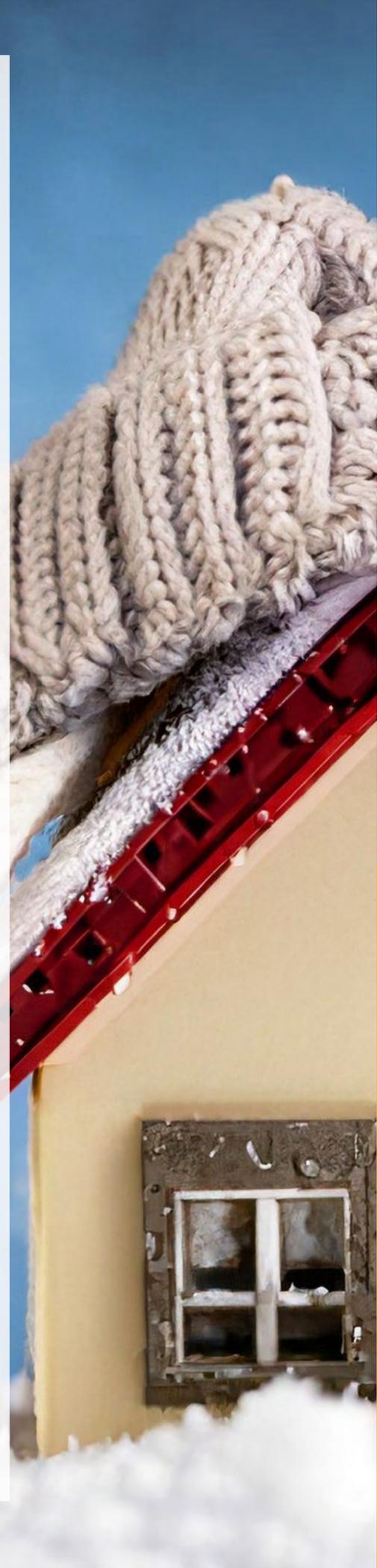
### Take Care Outdoors

- Ice, snow, and wet leaves can make paths slippery. Wear shoes with good grip and ask neighbours for help clearing paths. If you notice any tripping hazards outside your property report them to Cornerstone.
- Avoid driving in dangerous conditions and take extra care if you must go out.

### Power Cuts

- Power cuts are more common in cold weather. Keep torches in easy-to-reach places like your bedside or kitchen.
- Avoid using candles they're a serious fire risk, especially during outages.

\*If you are struggling to heat your home and need some help please get in touch or contact ECOE - see page 32 for more information.



## JOIN OUR EQUALITY, DIVERSITY & INCLUSION STEERING GROUP!

Do you care about fairness, respect, and making sure everyone feels welcome in their community? We're looking for residents to join our Equality, Diversity & Inclusion (EDI) Steering Group a space where your voice can help shape how Cornerstone supports all residents.

### What's the EDI Steering Group?

It's a group of residents, staff, and board members who meet four times a year to:

- Share ideas and experiences
- Help us improve how we support residents with diverse needs
- Make sure our services are fair and inclusive
- Champion equality in our homes and communities

### Why Join?

- Make a real difference in your community
- Help us understand what matters to you
- Meet others who care about inclusion and fairness
- No experience needed just your perspective and passion



Meetings are held both online and in person, and we'll make sure they're accessible for everyone. If you would like to join the group please email [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) or call us on 01392 273462.



## RESIDENT SUPPORT FUND

Did you know we have a resident support fund? We use this to help residents who are in financial hardship. If this is you, and you need some support, please get in touch with us on **01392 273462**, [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) or pop into our office in Exeter (Monday to Friday 11am to 12noon).

We can also refer you to Homemaker Southwest, who can offer you support with debts, maximising your income from benefits and budgeting.

Food bank vouchers are also available if you need them for all the local areas.

We understand that reaching out for help with financial worries can be difficult. We want to assure you that we are here to support you, without judgment. We all need help from time to time, and we're here to provide it. Please don't hesitate to get in touch with us.

# WE CARE



# ANTI-SOCIAL BEHAVIOUR PROCESS

## IMPROVING HOW WE TACKLE ANTI-SOCIAL BEHAVIOUR

In surveys residents said we need to improve how we deal with Anti-social behaviour

So, earlier this year, our Resident Engagement Panel reviewed how we deal with anti-social behaviour. As a result, we've made some important changes to improve the way we manage cases and support our communities.

### What's New?

We are going to improve our communication with you where anti-social behaviour has been raised with us. In early 2026 we will be using a new IT system and process to help us better manage your case and make sure we keep you updated.

Here's what else we've put in place:

- Estate walkabouts: Housing Officers will now do estate walkabouts twice a year in the spring and autumn, which will be alongside other services like the police. These will be advertised on our website so residents can join us.
- Stronger action: We've appointed a Community Safety Lead to take prompt legal action where needed in serious cases.
- Better security: CCTV cameras have been installed on some estates where we get more reports of anti-social behaviour. These are checked monthly to make sure they're working and to review any footage of anti-social behaviour.
- Community engagement: Daily drop-ins are available at Western Way, and we're attending more community events, with plans for more action days.
- Working together: We're teaming up with the police, social services, and other partners to tackle anti-social behaviour together. We do this at multi-agency meetings, events and visits to residents.
- Cleaner environments: Housing officers are helping to deal with litter, fly-tipping, and graffiti as part of anti-social behaviour management.
- Mediation support: We're promoting mediation services, because it empowers people to help resolve their own disputes and maintain relationships with neighbours.
- Clearer processes: Our new system will enable us to share target dates with residents so they know what to expect and when.



# ESTATE INSPECTIONS AND COMMUNITY SAFETY

We carry out estate inspections every six months, usually in the spring and autumn. These walkabouts are an opportunity for residents to join us, share their experiences, and tell us what it's like to live in the community.

The next round of inspections will begin on March 26.

- 12/03/26** - Lucombe Court
- 18/03/26** - Clayton Road, Looe Road, Mount Dinham, Tavistock Road
- 25/03/26** - Exwick Road, Cleve Road, Ennerdale Way, Foxhayes Road, Mildmay Close, Simey Close
- 26/03/26** - The Arches, Birdall Terrace, Chamberlain Road, Chieftain Way, Ebrington Road, Ferndale Road, Fords Road, Sanford Place
- 08/04/26** - Castle Park Way, Bewick Avenue, Dunlins Walk, Heneaton Square, Old School Court, Stratton Drive, Whimbrel Court
- 09/04/26** - Clover Drive, Egret Close, Greenfields Court, Kestrel Way, Millin Way, Osprey Grove
- 15/04/26** - Peel Row, Beacon Avenue, Chaucers Grove, Elaine Close, Little Wykes, Wykes Mews, Wykes Road
- 23/04/26** - Greenway Gardens, Greenway Lanes, Flora Close, Hadrians Way, Parrys Farm Close, Rydon Orchards, Meadow View Close, Sages Lea
- 29/04/26** - Admiral Veron Court
- 30/04/26** - Mermaid Court, Pestion Street, Stepcote Hill, St Mary's Steps Terrace, Wheatley Court
- 06/05/26** - Beacon Drive, Bentinck Close, Coppice Place, Senate Street, Spinney Way
- 13/05/26** - Belle Vue Rise, Greystone Walk, Leonard Square, Portland Close, Saxon Close, Wool Close
- 27/05/26** - Barley Mount, Higher Barley Mount, Little Barley, Merrivale Road, Myrtle Road
- 28/05/26** - Hamilton Avenue, Ansteys Orchard, Carlile Road, Rutherford Street, Veysey Close, Wonford Street

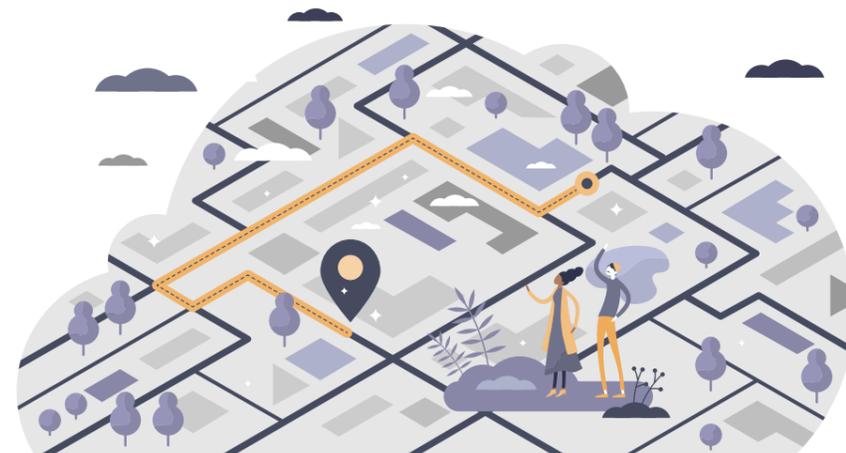
Alongside these walkabouts, we also complete regular checks of communal areas to make sure shared spaces remain safe and accessible.

### Zero Tolerance Policy

To keep everyone safe, we have a zero-tolerance policy for items stored in communal areas such as corridors, stairwells, and shared spaces.

- Items left in these areas can block fire exits and create hazards.
- If you need help relocating belongings, please speak to us we're here to assist.
- This rule is part of our wider Neighbourhood Management Policy which can be found on our website.

By working together, we can ensure the estate remains a safe, welcoming place for all residents.





## CONTRACTORS AND CORNERSTONE PRIVACY NOTICE



Cornerstone is growing a larger and more diverse range of properties.



Sometimes we will employ contractors to complete the works on our behalf for example, where specialist skill sets are needed, to ensure appointments are booked at a time convenient to you and suitable for the contractor, our contractors will often contact you directly by letter, telephone or email.



We are currently using the following contractors:

- 
- WMS (Gas Servicing)
  - ECS (Electrical Safety Checks)
  - AMS (Air Source Heat Pump Maintenance)
  - Kovia (Asbestos works and Energy Performance Certificates)
  - Service Master (Cleaning service)
  - Dolphin Stairlifts (Stair lift servicing)
  - AtkinsRealis (Home Condition Surveys)
  - LivGreen (retrofit assessments and associated works)



This list is not exhaustive and is subject to change depending on demand for works. If you are contacted by a contractor and are unsure of their relationship with Cornerstone, please contact us on 01392 273462 or [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net) and we will be able to confirm for you.



We will only ever share information with our contractors to allow them to complete the service required. This usually includes to your name, address and contact information however other information may need to be provided. You can find out more information about how we handle your data on our website [www.cornerstonehousing.net](http://www.cornerstonehousing.net).



## HOME CONDITION SURVEYS – HELPING US KEEP YOUR HOME IN GOOD SHAPE

We're currently carrying out condition surveys in your homes. These surveys are an important part of how Cornerstone plans repairs, upgrades, and improvements to ensure your home stays safe, warm, and well-maintained.

### What Is a Home Condition Survey?

It's a detailed inspection of your home carried out by one of our approved contractors. The survey helps us understand:

- What repairs may be needed now or in the near future
- What improvements could help make your home more energy-efficient
- How we can plan upgrades like kitchens, bathrooms, windows, and heating systems

### Who's Carrying Out the Surveys?

We're working with trusted contractors who are trained to carry out these inspections professionally and respectfully. Each contractor will carry ID and should introduce themselves clearly when they arrive.

If you'd like to know which contractor is visiting your area, or have any concerns, please contact us.

### Why It Matters

These surveys help us:

- Keep your home safe and up to standard
- Plan future works more effectively
- Make sure we're investing in the right areas
- Support our Greener Ways Strategy by identifying energy-saving opportunities

Please don't let anyone in who can't show you the correct ID or who you feel worried about. Ask them to wait, call us and we will let you know if they are working with Cornerstone or not.



# ENERGY PERFORMANCE CERTIFICATES AND YOUR HOME: WHY EPCS MATTER

Energy Performance Certificates (EPCs) are an important part of making homes warmer and more energy-efficient. It's a key part of providing quality housing and supporting residents, it helps us to know how to improve your home.

## What is an EPC?

An EPC shows how energy-efficient a property is. It assigns the home a rating from A (most efficient) to G (least efficient)

An EPC includes:

- Energy Efficiency Rating: Graded from A (most efficient) to G (least efficient).
- Estimated Energy Costs: For heating, lighting, and hot water.
- Recommendations: Suggestions for improving energy efficiency, like insulation or double glazing.
- Environmental Impact: CO2 emissions and how they could be reduced.

## Why Are EPCs Important?

### 1. Better living conditions

EPCs identify ways to make homes warmer and cheaper to run. This is especially important for residents who find it hard to afford to heat their home.

### 2. Planning improvements

EPCs guide us on where to invest in improvements like insulation, double glazing, or low-energy lighting, making sure improvements are targeted and effective.

### 3. Transparency

Residents have the right to know how energy-efficient their home is. EPCs provide clear information and help build trust between Cornerstone and residents.

## What we're doing

We're committed to ensuring every property has a valid EPC and meets the required standards. We're also working to improve energy efficiency across our homes, helping residents save on bills and live more comfortably. We have instructed a company called Kovia to undertake all our EPC certificates for us. They will contact residents who need an assessment by letter or phone call. If you are unable to make the appointment, please contact Kovia to rearrange it.



# SMOKE DETECTORS

Your safety is our top priority, and smoke and carbon monoxide (CO2) detectors play a vital role in protecting you and your home. We're asking all residents to please avoid tampering with these devices and to let us know if you experience any issues on 01392 273462 option 1 or email [repairs@cornerstonehousing.net](mailto:repairs@cornerstonehousing.net)



Tampering with smoke or CO2 detectors such as removing batteries, covering them, or disabling them can put lives at risk. These devices are there to alert you to danger and must remain fully operational at all times.

Support is available if your detector is:

- Beeping or going off frequently
- Causing concern or confusion
- Difficult to reach or test

## Test Regularly

We recommend testing your detectors once a month to ensure they're working properly. Most detectors have a test button just press and hold it until you hear a beep.

## Need a Pointy Stick?

If your detector is out of reach and you need a tool to test it safely, let us know! We can provide a suitable device or offer assistance with testing.

# STAIRLIFTS

Do you have a stairlift in your home? Please Let Us Know!

We're asking all residents to notify us if they have a stairlift installed at their home. This is not because there is a problem. We simply want to ensure that our records are up to date and that we can confirm all relevant safety aspects for your home.

Why It Matters:

- Safety First: Knowing about stairlifts helps us ensure that your home remains safe and accessible.
- Maintenance & Support: If any future work is needed in your home, having this information helps us plan appropriately.
- Accurate Records: It's important for us to keep an accurate record of any adaptations made to properties
- Personal Emergency Evacuation Plans (PEEP): If you or members of your household need support to evacuate in the event of an emergency, if we know you have a stairlift we can put extra measures in place.

If you or someone in your household has had a stairlift installed whether recently or some time ago please get in touch with us at your earliest convenience.

# LEGIONELLA INFORMATION

Legionella is a type of bacteria that can grow in water systems and cause Legionnaires' disease. It is contracted by inhaling small droplets of water (aerosols) that contain the bacteria not by drinking water.



## Why are empty properties at risk?

When a home is left unoccupied, water is still in pipes, tanks, and appliances. This creates ideal conditions for Legionella to grow, especially if:

- Water temperatures are between 20°C and 45°C
- There is little or no water movement
- There is scale or rust in the system

## Legal Responsibilities

Under UK law, landlords must:

- Assess the risk of Legionella in their homes
- Take steps to control the risk, especially in communal areas
- Inform residents about any risks and how to reduce them

In an occupied building where taps and showers are regularly used; there is very little risk of water stagnating in the pipes and therefore legionella bacteria has little chance to grow.

## What Can Residents Do to Stay Safe?

If you are returning after a long absence (more than 2 weeks):

1. Run all taps and showers for at least 2 minutes – with the shower head as low as possible
2. Flush toilets with the lid down
3. Clean showerheads and taps regularly
4. Report any issues with water temperature or change of colour to Cornerstone

## Who Is Most at Risk?

People at higher risk of Legionnaires' disease include:

- Older adults (especially over 50)
- Smokers and heavy drinkers
- People with chronic respiratory or kidney conditions
- Those with weakened immune systems



# Drop-in Service

Free Service

Tuesdays & Thursdays  
9:30 am - 1.30 pm

At Southernhay URC Church, EX1 1QD

**Welcomes people from ethnically diverse backgrounds, whose first language is not English.**

Get friendly, confidential and informal help with completing forms, dealing with utility companies or other public services.

**We recommend you make an appointment if possible, as time can be restricted**

☎ 07360 813133

admin@inclusiveexeter.org.uk

## TACKLING TENANCY FRAUD

Tenancy fraud occurs when someone deliberately misuses social housing. It's not just bending the rules it's breaking them. Examples include

- Subletting without permission while you live elsewhere.
- Fake applications in which we are provided with misleading information to secure a tenancy
- Not living in the property as your main home

Each of these actions undermines the fairness of the housing system and prevents families in genuine need from accessing secure homes.

### Why It Matters

Tenancy fraud is not a victimless crime. It has real consequences:

- Every fraudulent tenancy means someone on the housing list is denied a home, which could be your family and friends.
- Fraud drains public funds that could otherwise improve housing, community spaces, and services.
- Empty or misused properties weaken neighbourhoods, reducing trust and pride in our community.

### Spotting the Signs

Residents are the eyes and ears of the community. You may notice signs that something isn't right, such as:

- Unfamiliar people coming and going at odd hours.
- Property appearing empty for long stretches of time.
- Multiple names or identities linked to one address.
- Neighbours mentioning they rent from someone other than Cornerstone.

Even small observations can help housing officers investigate and protect our homes.

### What You Can Do

If you suspect tenancy fraud:

- Report it confidentially to Cornerstone. Your identity will be protected.
- Share concerns early and don't wait until the problem grows.

# STAY SAFE FROM LOAN SHARKS THIS CHRISTMAS

**Loan sharks might seem like a quick fix, but their loans come with hidden dangers— high costs, pressure, and threats.**

**If you think you've been targeted, get help now from Stop Loan Sharks**

**Call: 0300 555 2222**

**WhatsApp: 07700 102773**

**Email:**

**[reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)**

**Visit: [stoploansharks.co.uk](http://stoploansharks.co.uk)**

**#SleighNoToLoanSharks**

**STOP LOAN SHARKS**  
Intervention . Support . Education



**Our reception opening times**

Our opening times are 11.00am to 12.00 noon, Monday to Friday.

A member of staff will be available to discuss any concerns you might have. These include welfare concerns, tenancy queries and issues in your community.

## HOMEMAKER SUCCESS STORY – CASE STUDY

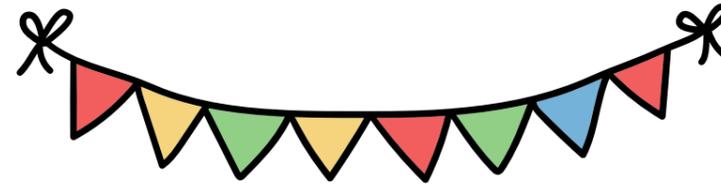
We had a resident who was struggling financially. So we made a referral to Homemaker. Homemaker supported the resident through a PIP (Personal Independence Payment) tribunal which they were successful in winning. The resident received £11,027 in backdated benefits. They were also rewarded an enhanced rate of the daily living component and mobility living component.

Homemaker are a great service which Cornerstone can refer residents onto. In 2024/25, they helped residents gain £89,539 in financial support, including unclaimed welfare benefits.

**Preventing Homelessness,  
Promoting independence**



## SUMMERWAY COMMUNITY DAY



On 3rd September, we held a fantastic Community Day at our Summerway estate, bringing together residents, local services, and community partners for a day of connection, conversation, and creativity.

We were joined by:

- Devon & Cornwall Police
- Devon & Somerset Fire & Rescue Service
- House Exchange
- The Community Builder
- We enjoyed delicious Indian food kindly provided by Inclusive Exeter

Children got creative in a rock-painting competition, with the winning entry receiving a £20 voucher. They also made tiny cress people to take home and watch grow bringing a little greenery into their homes!

### What We Heard from You

Residents told us they'd like to see Cornerstone have a greater presence in the community, and we're listening.

### What's Next?

We're launching twice-yearly estate inspections across all our estates, where residents can join us for a walkaround alongside other local support services.

These walkabouts will help us identify issues, share updates, and work together to make our communities an even better place to live. We will be doing other estate walkabout on our other estates as well and let residents know when we will be in the area.



# CURRENT RESIDENT ENGAGEMENT PANEL WORK

The Resident Engagement Panel is currently reviewing how we let our homes. This includes visiting properties before letting to assess our current lettable standard, reviewing our lettable standard, examining inspection paperwork before and after it is completed, and comparing the information we provide to residents with other housing providers.

Recently, the panel reviewed policies on fencing and pest control, providing valuable feedback. Over the coming months, they will look at parking management, downsizing, and tenancy policies.

We plan to hold an open meeting in February to conclude the 'Letting Our Empty Homes' scrutiny work.

## Training and Development:

We invest in our members and make sure they have the skills and tools they need. Some of the training members have received are:

- Equality Diversity and Inclusion training
- Digital skills training through Cosmic to improve and develop IT skills
- We are exploring shadowing opportunities with other resident panels and arranging scrutiny training for all members.
- The REP appraisal process has been reviewed, and we aim to expand training opportunities in the new year.



Resident  
Engagement  
Panel

[www.cornerstonehousing.net/rep](http://www.cornerstonehousing.net/rep)

## Get involved in your neighbourhood!

Our resident engagement panel is looking for new members. REP is open to all and we would love to have more residents from a diverse range of backgrounds involved. If you would like to engage with the REP but don't want to come to meetings, get in touch, we'd still love to hear from you.

If you are interested contact [mail@cornerstonehousing.net](mailto:mail@cornerstonehousing.net)

## Facebook Group

The members of REP have created a residents only Facebook group. Anyone can join to ask the panel questions or give feedback to a policy currently being reviewed.



Search **Cornerstone Housing residents engagement panel** to join



# TENANT SATISFACTION MEASURES 2024/2025

Tenant Satisfaction Measures (TSMs) help tenants understand how we perform across key service areas. Introduced by the Regulator of Social Housing in April 2023, these measures aim to improve standards for people living in social housing. They form part of a new system that enables tenants to see how well their landlord performs and hold them accountable. Below are the results for Q1 (1 April – 30 June) and Q2 (1 July – 30 September).

## Q1 (1 April – 30 June)



### What Residents said

“I have found the housing officer to be kind and considerate when I encountered a dust mite problem. Everything possible was done.”

“Nothing is ever a issue, repairs, admin, grass cutting everything is dealt with easily”

“Staff are always friendly and efficient”

“Since I moved in during July 2018, Cornerstone have always provided an impeccable service. Staff are always polite and courteous. When it comes to repairs or other issues the workmen are very professional, knowledgeable and helpful. The reception staff are always polite, to the point and help very well to have problems addressed. A big thank you to Cornerstone”

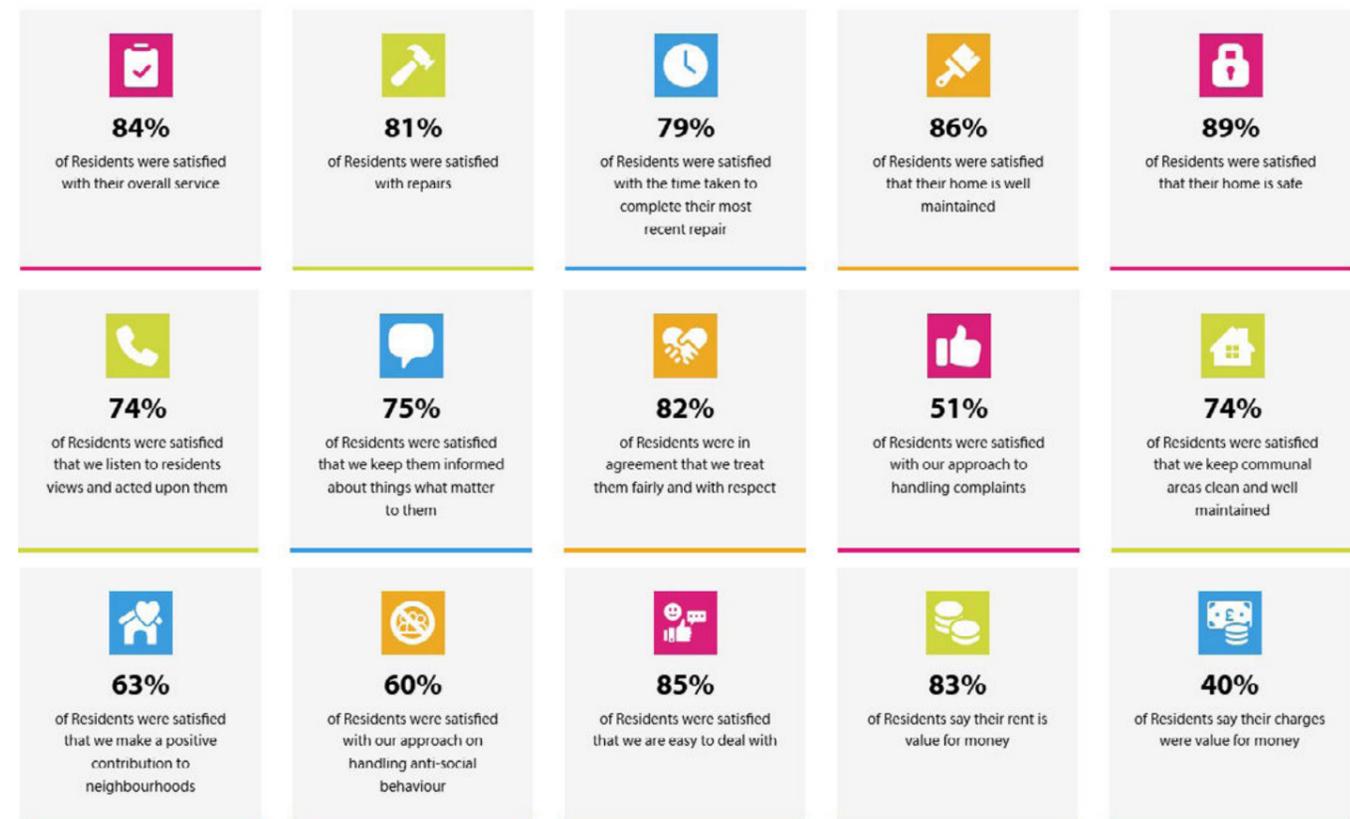
### We did

Cornerstone is committed to staying visible on the estate and creating regular opportunities for residents to connect with our team. We hosted a community day at Summerway in September and, in early 2026 we will share our schedule for estate inspections and community events.

### You said

You would like more of a Cornerstone presence on the estate and to be able to speak to staff more regularly.

## Q2 (1 July – 30 September)



### What Residents said

“I think we are very pleased with how Cornerstone dealt with us and the property, issues were dealt with and they were very understanding.”

“They helped me over bad times, and I make sure our block is kept clean and tidy”

“Had no problems with the house whatsoever and if there is a problem she can ring in and get an answer”

“Kept informed when the lift was out of order which was fantastic and kept informed every step of the way and the service is really good and I am very impressed”

### You said

Sofa dumped in a bin store, causing issues for months

Gardening service is letting the estate down

Resident commented that our service was not as good as it used to be. Upon speaking with the resident, they provided a list of issues within the property, including guttering, extractor fan, and a ceiling leak.

### We did

We were unable to identify the owner of the sofa, so we arranged for contractors to remove it. If you notice any fly tipping please report it to your local council as soon as possible.

We are currently reviewing the gardening service and engaging with various contractors to ensure we receive the best value for money. If you would like to be involved in this review please let us know.

We forwarded the list to our repairs department, who scheduled all the necessary work to be completed.

## CHRISTMAS SAFETY – FIRE AND DECORATIONS

As we get into the festive spirit, it's important to keep safety in mind when decorating your home. Many decorations are highly flammable, so please take care to keep them away from fire hazards such as candles, heaters, and lights.

Candles are a popular way to add warmth and festive charm during the Christmas season, but they must be used with care to avoid serious fire hazards.

### Here are some essential safety tips:

- Never leave candles unattended, especially if you're leaving the room or going to sleep. Don't place next to a TV or use tea lights next to a bath. Always place on a heat proof surface.
- Avoid placing candles near flammable items, such as curtains, bedding, or decorations.
- Avoid overloading plug sockets – never plug multiple extension leads into each other.
- Be cautious with Christmas trees – real trees can dry out quickly and become highly flammable. If you're using a real tree, water it daily and keep it away from heat sources. If you're using an artificial tree, check that it's fire retardant.

For a safer alternative, use flameless or electric candles. These can be left on for longer periods, used outdoors, and are safe if knocked over.

See the below photo of a candle placed next to a bed that was accidentally knocked over resulting in the mattress catching fire. A reminder of how quickly things can go wrong.



## FAIRY LIGHTS SAFETY: SPARKLE SAFELY THIS SEASON

Fairy lights add a magical touch to the festive season, but they can pose a fire risk if not used properly. Here are some important safety tips to keep in mind:

- Use certified lights only – always check for a European Standards Symbol or British Standards Kitemark to ensure your lights meet safety regulations.



- Indoor vs. outdoor use – only use lights in the environment they're designed for. Indoor lights should never be used outside.
- Inspect before use – check all lights for damage before plugging them in. Faulty lights should be discarded immediately.
- Be cautious with online purchases – lights bought from sites like Temu, Shein, or AliExpress may not meet UK safety standards. Always check for certification before use.

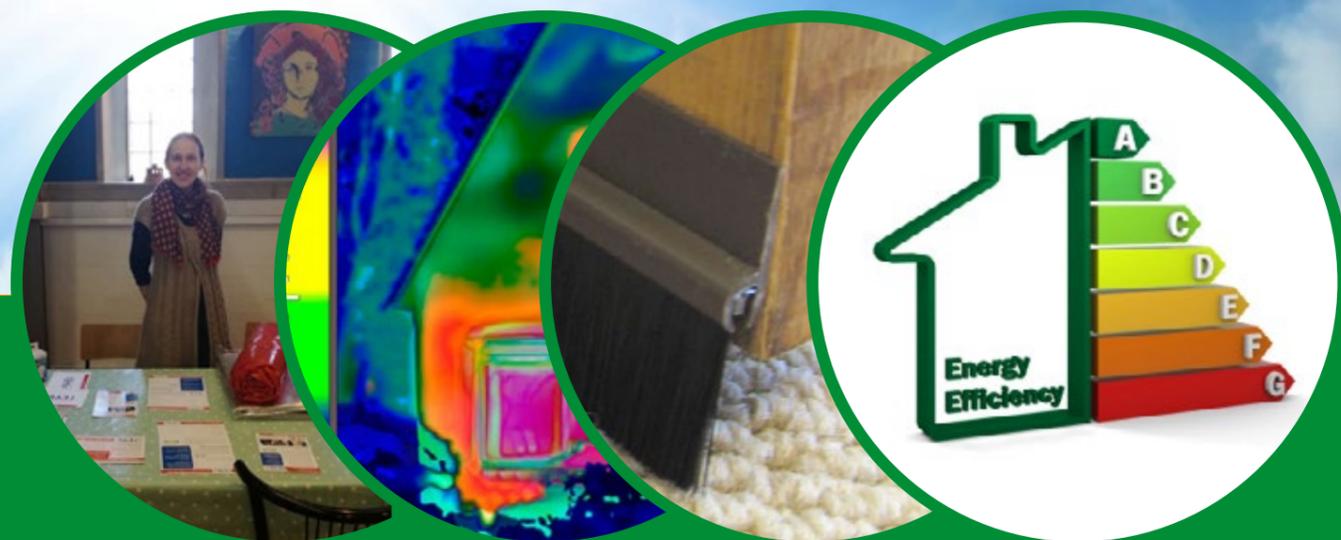
## REMINDER: PLEASE BRING YOUR BINS BACK AFTER COLLECTION

We've noticed that some bins are being left out on the road after collection days. This can cause obstructions for vehicles and pedestrians, and it affects the overall appearance of the estate.

To help keep our community safe and tidy, please remember to:

- Bring your bins back promptly after they have been emptied.
- Store them in your designated area rather than leaving them on the road or pavement.
- Avoid blocking access routes for emergency vehicles and other residents.





Exeter Community Energy 

## Healthy Homes for Wellbeing

Do you want lower energy bills?

Is it hard to heat your home?

Free energy advice at our events.

Book a free energy and money saving advice call.

Contact ECOE's Energy Advice Team

healthyhomes@ecoe.org.uk 0800 772 3617

[www.ecoe.org.uk/healthy-homes-wellbeing](http://www.ecoe.org.uk/healthy-homes-wellbeing)

# Chanukah

**HANUKKAH (CHANUKAH)– 14TH  
DECEMBER TO 22ND DECEMBER**

Hanukkah, also known as the Festival of Lights, lasts 8 days and it is celebrated by lighting the Menorah, saying blessings, playing the game of the dreidel and eating oil-based foods such as latkes.

### The Story of Hanukkah

A long time ago, in a place called Jerusalem, there was a big and beautiful temple where Jewish people went to pray. But one day, a powerful king named Antiochus took over the land and told the Jewish people they couldn't follow their own religion anymore. He even made them stop using their temple!

A brave group called the Maccabees didn't give up. They fought back to protect their beliefs and won! After the battle, they cleaned and fixed the temple so they could use it again.

When they went to light the menorah, they found only a tiny bit of oil which was just enough for one night. But something amazing happened: the oil lasted for eight whole nights! This is why Hanukkah is celebrated for eight nights.

Each night, families light candles on a menorah, eat yummy foods like latkes (potato pancakes) and sufganiyot (jelly doughnuts), play the dreidel game, and spend time together.

This year Hanukkah will be celebrated from the 14th to 22nd of December.





# MERRY *christmas*

## CHRISTMAS – 25TH DECEMBER OR 7TH JANUARY

Christmas is the Christian celebration of the birth of Jesus, celebrated on the 25th of December or 7th of January for Orthodox Christians. Although Christmas is a Christian celebration, many people of other faiths or non-religious people celebrate it.

While Christmas is widely known as a Christian holiday celebrating the birth of Jesus Christ, many of its traditions have roots in older, pre-Christian festivals. Ancient pagan celebrations like Yule, which marked the winter solstice, contributed customs such as the Yule log, evergreen decorations, and feasting all of which have become part of modern Christmas.

The Christmas tree, for example, has origins in pagan rituals that honoured nature and the return of light. Even pantomimes, now a festive staple in the UK, have links to older European folk traditions and storytelling.

Today, Christmas is celebrated by people of many backgrounds Christians, people of other faiths, and non-religious individuals alike. For many, it's a time to come together with loved ones, exchange gifts, enjoy festive food, and reflect on the year.

Whether it's through religious observance, cultural tradition, or simply enjoying the season's spirit, Christmas continues to be a celebration of light, generosity, and community.

Although Christmas is often a time of high spending, it doesn't need to be which benefits both your bank account and the environment. Christmas can be done in a more sustainable and cost-effective manner by reusing decorations which are made last, giving more useful long-lasting gifts, hand gifts and many more ways.



## KWANZAA – 26TH DECEMBER TO 1ST JANUARY

Kwanzaa is a weeklong celebration honouring African heritage, culture and family involving dancing, gift giving, fresh fruits and a communal feast called Karamu that occurs on the 6th day.

Kwanzaa was created by African American activist, Maulana Karenga, in 1966 as a way for African Americans to celebrate their own heritage, culture and traditional values in peaceful retaliation to increasing racial tensions in America.

Kwanzaa is a way to celebrate identity and community and is based on Seven principles of Pan-Africanism.

1. Umoja – Unity: To maintain Unity in the family, community and nation.
2. Kujichagulia – Self-determination: To be individuals who create and speak for themselves
3. Ujima – Collective Work and Responsibility: To build and maintain community, creating a supportive environment mutually beneficial to all
4. Ujamaa – Cooperative Economics: To build and maintain stores and other businesses to benefit from collectively
5. Nia – Purpose: To collectively build and develop the community to restore people and the community as a whole to greatness
6. Kuumba – Creativity: To always do as much as you can to leave the community better than when it was inherited
7. Imani – Faith: To believe in all those around you and the struggle of people with African heritage

Kwanzaa is still celebrated by many globally and in the UK it is often celebrated alongside Christmas.

# KWANZAA

CELEBRATION

## HELPING YOU STAY SAFE IN AN EMERGENCY:

### WHAT IS A PERSONAL EMERGENCY EVACUATION PLAN?

We want all our residents to feel safe in their homes, especially in the event of a fire or emergency.

#### What is a Personal Emergency Evacuation Plan?

It's a plan designed to help residents who may have difficulty evacuating during an emergency.

This could be due to:

- Mobility issues
- Sensory impairments (e.g. hearing or vision loss)
- Health conditions
- Memory issues
- Substance use
- Temporary conditions like injury or pregnancy

#### How Does It Work?

If you think you might need help evacuating, we'll work with you to create a simple plan that includes:

- The safest route out of your building
- Who can help you (family, neighbours, carers)
- Any equipment you use (like a walker or oxygen tank)
- What to do in an emergency

We'll also offer a person-centred fire risk conversation to better understand your needs.

#### How to get a Personal Emergency Evacuation Plan

We will ask you about this if you are a new tenant, you can also request this at any time by contacting us directly via our customer service team. If your needs change, even temporarily, let us know so we can update your plan.



**The  
Big  
Plan**  
2025 - 2030

## YOU SAID WE DID...

Residents at Millin Way told us that a large tree had come down in storms last Winter. The tree was growing in an area managed privately by Hampshire-based company PS&B. Last month after much chasing by Cornerstone they arranged for it to be removed. PS&B look after open spaces and play parks on this estate as part of the service charges.



# SLEIGH NO TO LOAN SHARKS THIS CHRISTMAS

#goodtoknow

- ✓ Stay vigilant
- ✓ Know the signs
- ✓ Borrow safely

[www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

[www.westcountry.org.uk/FWB](http://www.westcountry.org.uk/FWB)



## NEW HOMES IN EXETER AND DAWLISH

We are delighted to have taken handover of 7 new homes at Brook Manor, Alphington and 4 new homes at Dawlish View.

These are a mixture of rented and shared ownership, 1 and 2 bedroom houses and are helping towards achieving our Big Plan objective of delivering new more homes.

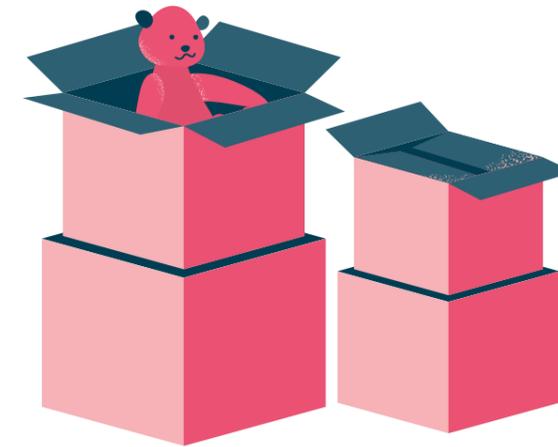
Four two-bedroom homes for affordable rent have been allocated to local families in Dawlish these are within the Bloor development. Each property is equipped with solar panels and electric vehicle charging points. These modern, traditionally built homes boast high Energy Performance Certificate B ratings, ensuring excellent energy efficiency. They mark the first phase of a wider development that will deliver 27 rented and shared ownership homes over the next 18 months.

Seven one- and two-bedroom homes at Brook Manor, developed by Tilia Homes, are located in the sought-after Alphington area of Exeter. These properties form part of the first phase of 54 homes we are acquiring on this estate. Each home features air source heat pumps, solar panels, and electric vehicle charging points, with Energy Performance Certificate ratings of A and high B. Built using timber frame construction, the homes offer a mix of shared ownership and social rent options.

Details of further phases are advertised on our website.



# Room going to waste or need more space? Moving is easy with House Exchange



**There are plenty of reasons you may want to move home. Let House Exchange help you find your ideal swap.**

House Exchange is a national website with thousands of opportunities for you to find your ideal home swap. It is also completely free to register because your landlord is a partner.

**Why wait? Get started today, visit**  
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