



Old Rope Walk



December 2025 Quarterly

Merry Christmas and Happy New Year to all our Residents!

On behalf of all the Trustees and Staff of the Municipal and Owen Carter Almshouse Charity.

Welcome New Residents

A warm welcome to Mr Tilling at No38

We hope you will be very happy in our community at the Old Rope Walk

Dates for your Diary

17th December at 2pm - The Christmas Choir with Mince Pies and festive drinks

22nd Dec - 5th January Pat will be enjoying a much deserved Xmas break

26th-28th Jan - Maintenance Survey (access to all properties required)

Maintenance Update

A huge thank you to **Guy and Ryan** for their incredible hard work over the past nine months supporting our maintenance needs.

Following a review of our current procedures, we've decided to take a new direction in how we manage maintenance. We're pleased to welcome **Mark Bradley**, who will assist us from **22nd December**. Please note:

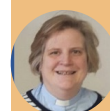
- Anyone needing help with draught proofing please get in touch with me or Pat and we will add you to the list of properties to be completed on 22nd and 23rd December
- Window repairs are due to be completed by the end of the year and door installations for the cottages are expected to finish once council permission received.
- There will be no maintenance team available between 24th December and 5th January. For **urgent maintenance requests**, please inform **Appello** or use your **Appello call pad** between **22nd December and 5th January**
- You can also contact **Bree** at clerkorw@gmail.com or 07480643426

Trustee Team

Finance



Carol Evans
Chairwoman



Lucy Holt
Vice-Chair

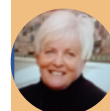


Aaron Calver

Welfare



Christine Savill
Safeguard Lead

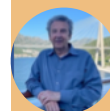


Julie Mills
Complaints Officer



Gill Dipple
Applications

Maintenance



Graham Chandler



Peter Cooper



Brian Hitchcock

Empowering Independent Living

We've updated our **Eligibility Policy** to reflect new legislation and Almshouse guidance. Our aim is to empower residents while clarifying the charity's position:

"We care about you, we do not provide care for you."

Residents requiring care **more than four times a day** will no longer be considered independent. A helpful benchmark: **Can you leave your home unaccompanied in the event of a fire?** This ensures safety and appropriate care.

Christine, our **Safeguarding Lead**, is working alongside Pat to ensure residents feel safe and that sensitive conversations happen early and openly. Christine will be a friendly face onsite and is there to listen to any concerns you may have.

Complaints Policy – Speak Up!

We are committed to following guidance laid out by the Almshouse Association and Housing Ombudsman to make sure this is an easy process - we want to get things right for you.

- **Julie** will oversee the process.
- Complaints can be made verbally, in writing, by email, phone, or letter to any staff member.
- For quick resolutions, speak with **Pat** on site or email **Bree** at clerkorw@gmail.com

Decoration Policy

Aligned with council guidelines, this policy ensures properties remain in good condition going forwards.

- An **end-of-tenancy checklist** will be implemented.
- Residents won't replace items they didn't damage.
- An **inventory system** will be introduced complete with photographs and lists for all new residents.
- Every 7 years residents will need to re-paint properties
- Assistance grants available

Solar Project – Up and Running

Our communal areas are now utilising fully **Green** energy - Well done to our Trustee Graham Chandler for achieving this!

Warden Cover – What You Need to Know

Feedback shows the recent trial of using **Appello Careline** works well. We have to decided to implement this going forwards and will no longer provide replacement warden cover during Pats holidays or annual leave. If you have any concerns or maintenance issues or emergencies please use **Appello**.

To provide reassurance to all residents there are **no plans** to remove the warden service in the future.

Coffee Morning Thank you to all who attended this, it brought up plenty of discussion that the trustees and staff will continue to work hard to address.

Damp & Mould – Stay Ahead This Winter

Please keep properties ventilated to prevent condensation:

- Use **dehumidifiers** and clean mould promptly with **distilled vinegar (not bleach)**.
- Keep properties well ventilated and maintain a consistent temperature.
- Wipe condensation from sills once it appears
- Use extractor fans and do not dry clothes indoors