

grapevine

AUTUMN 2025

NEWSLETTER

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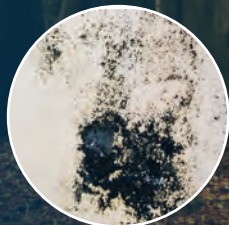


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We want to hear from you!

Help us develop Brunelcare's new plan for involving customers.

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welcome

to Grapevine



Hi, I'm Pat. I've been living at Waverley Gardens extra care housing scheme for almost four years now – it'll be my anniversary this December!

Since joining the Residents First Group, I've really valued the chance to give our site a voice. For me, it was important that we were heard. With my background as a trade union rep, I've always been interested in understanding what management and the charity is doing – its policies, ethos and the decisions that affect us as residents.

Another highlight was sitting on the stakeholder panel to recruit Brunelcare's newest Trustee. Having spent over 66 years in trade union work, and previously being a sheltered housing warden in Nailsea, I was no stranger to interviews or the sector! But this felt different – I felt genuinely listened to. We all agreed on

two strong candidates and selected Mike Grist.

I also had the opportunity to attend a Board meeting in June as an observer – and I absolutely loved it. I thought I'd just have to sit quietly, but when the Chair said, "feel free to join in," I did! I joked that they might regret saying that. For me, it was empowering – I wasn't just an observer, I was a participant. Being more involved helps me feel in the know, which matters because this is my home and my life.

I've also been involved in some meaningful projects like helping with the Waverley Gardens Shared Ownership brochure. As a person who owns part of my property at Waverley Gardens, I felt it was important to include as much relevant information in the brochures as possible for any future prospective buyers.

A little about me personally – I was born in Birmingham, but a holiday romance brought me to Bristol. I've got one daughter, Faith, and one grandson, Connor, who's 13 and lives locally. Family is a huge part of my life.

Being part of the Residents First Group and various other activities has given me the chance to contribute, to use my voice, and to feel connected to the bigger picture. It's been a rewarding experience, and I'd encourage other residents to get involved too – the more voices we have, the stronger we'll be.

Best wishes, Pat
Resident at Waverley Gardens

Brunelcare's Annual Report

We have recently published our Annual Report for 2024-25.

This includes an overview of our performance during the year and how we have engaged with our residents and stakeholders. The Report also highlights the work Brunelcare does across all of the charity's services and real-life stories of where our support has helped people make the most of every moment.

This year, we have taken a different approach to the production of Brunelcare's Annual Report to ensure that this is presented in an engaging and easy-to-read format,

focussed on both the legal and financial information we are obliged to provide as well as the information that matters most to you. Thank you to our Annual Report focus group and all of our residents who have provided feedback during the production of this Report.

Some of the key performance measures which are included in the Annual Report and link to the Regulator for Social Housing's Tenant Satisfaction Measures are set out over the next few pages.



Scan me

You can view and download the report on Brunelcare's website, by using the link below or by scanning the QR code below.



www.brunelcare.org.uk/about-us/reports-publications/annual-report/



Tenant Satisfaction Information

Tenant Satisfaction Management Information for 2024 – 2025

As a social housing provider, we are required by our regulator to collect and report on a number of performance measures. The Tenant Satisfaction Measures are made up of two sets of information:

12

TENANT PERCEPTION MEASURES

Based on the surveys we carry out with customers about key services

10

MANAGEMENT INFORMATION MEASURES

on a number of areas

Tenant Satisfaction Measure (Management Information)	2024/25 Performance	2023/24 Performance
BUILDING SAFETY		
BS01: Proportion of homes for which all required gas safety checks have been carried out (%)	100%	100%
BS02: Proportion of homes for which all fire risk assessments have been carried out (%)	100%	100%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	97.2%	100%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out (%)	100%	100%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	100%	100%
DECENT HOMES & REPAIRS		
RP01: Proportion of homes that do not meet the Decent Homes Standard (%)	0%	4.1%
RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale (%) (Target is to complete within 14 days)	85.6%	90.5%
RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale (%) (Target is to complete within 4 hours)	81.7%	71.4%

For more information on
OUR PERFORMANCE
please scan the QR code:



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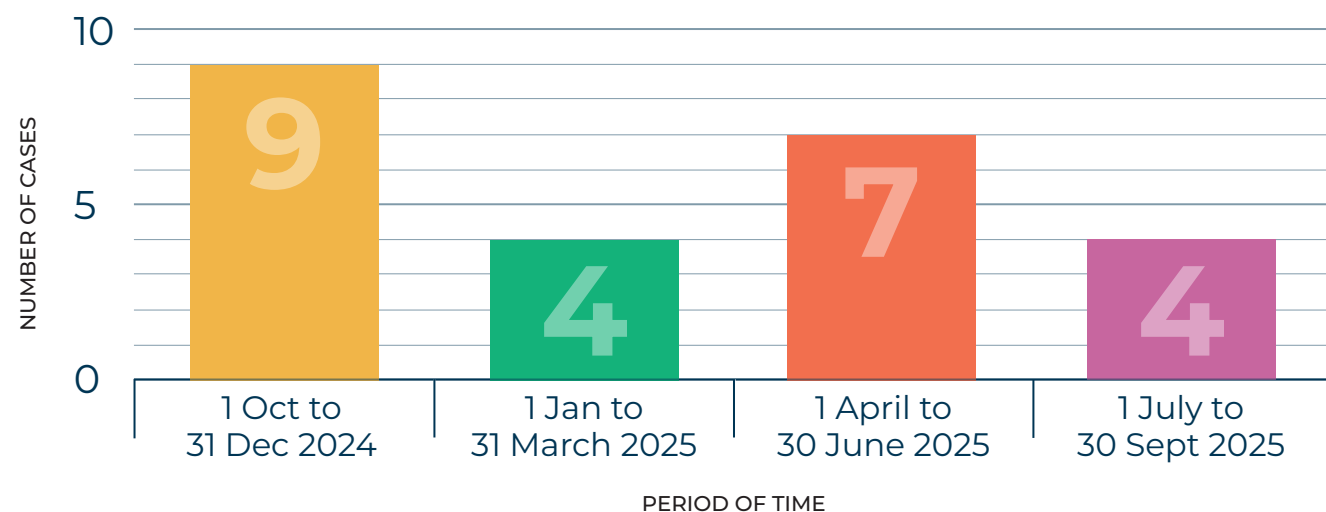


Tenant Satisfaction Measure (Management Information)	2024/25 Performance	2023/24 Performance
COMPLAINTS		
CH01(1): Number of stage one complaints received per 1000 homes	54.3	50.0
CH01(2): Number of stage two complaints received per 1000 homes	6.3	9.4
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%) (Target is to complete within 10 working days)	88.3%	79.3%
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%) (Target is to complete within 20 working days)	100%	54.5%
ANTISOCIAL BEHAVIOUR		
NM01(1): Number of antisocial behaviour cases opened per 1000 homes	33.7	86.1
NM01(2): Number of antisocial behaviour cases that involve hate incidents opened per 1000 homes	1.8	0.8

Performance Information

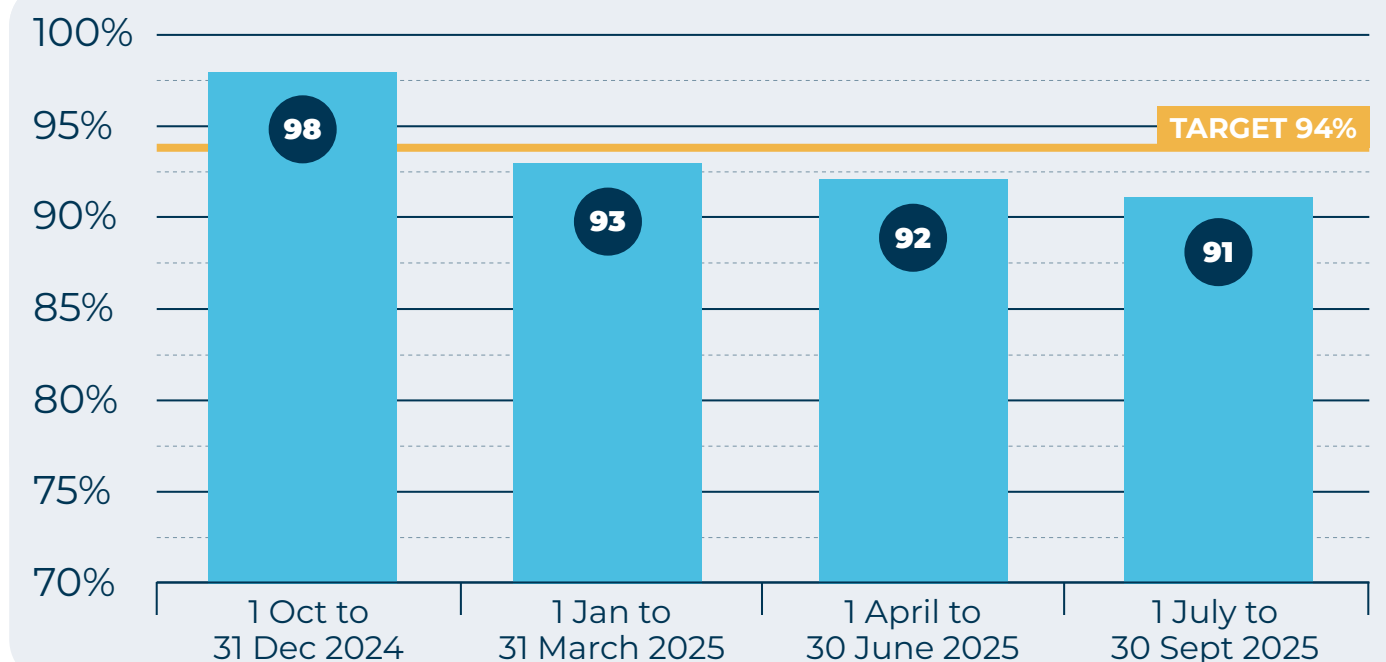
We monitor our performance on a quarterly basis, and you can see how we are doing against some of our key measures over the last 12 months from October 2024 to September 2025.

Antisocial behaviour | Number of ASB cases opened



The number of antisocial behaviour cases has reduced significantly compared to previous years. The number of new cases opened was fairly consistent across the last year. We have introduced CCTV on sites where there has been seasonal trends of antisocial behaviour which is acting as a deterrent. In addition, we have increased the visibility of staff on our sites where there has been a history of antisocial behaviour.

Repairs | % of repairs completed on first visit



The table above shows that over the last 12 months, the percentage of repairs completed first time has been relatively consistent and we are close to achieving our target of 94%. These figures are a significant improvement compared to our performance in the previous 12 months which averaged at 88%.

Damp and Mould | Cases reported and resolved and cases outstanding at end of quarter

	Damp & mould cases reported in the quarter	Damp & mould cases resolved in the quarter	Damp & mould cases outstanding at end of quarter
1 Oct to 31 Dec 2024	30	28	8
1 Jan to 31 March 2025	24	15	9
1 April to 30 June 2025	22	14	8
1 July to 30 Sept 2025	17	8	9

For more information on **DAMP AND MOULD**, please scan the QR code:



Scan me

What We Are Doing

Given the potential impact on health, it is important that residents report any damp and mould issues as soon as they notice them. We have been preparing ready for the implementation of Awaab's Law and you can find more information about our approach to damp and mould on page 9.

Please call 0117 914 4257 if you notice any damp and mould in your home. You can also find more advice on our website.

Customer Satisfaction Survey 2025

DETAILED RESULTS

We shared the headline results of the Customer Satisfaction Survey with you in the Spring Grapevine but below are some more detailed information on the results.

The results show a **SIGNIFICANT IMPROVEMENT** in overall satisfaction

An increase of **2.5%**
83% to 85.5%

This includes **7% MORE** in the "very satisfied" category.

There has been a **4% INCREASE** in satisfaction levels amongst our sheltered housing residents.

REPAIRS

- ▶ Property maintenance is the main driver of satisfaction levels
- ▶ Satisfaction with the repairs service has improved to 90% from 85% last year
- ▶ Satisfaction with the time taken to complete repairs has improved to 88% from 84% - with a 12% increase amongst our youngest residents aged 55-64 years, rising to 90% from 78%
- ▶ Improvement in the satisfaction in the provision of a home that is safe to 91% from 87% including a 7% increase in the "very satisfied" category
- ▶ Satisfaction with how well we maintain your home is unchanged at 86%, though satisfaction amongst Extra Care Housing (ECH) residents reduced this year from 96% to 89%.

NEIGHBOURHOOD

- ▶ Satisfaction with the approach to handling antisocial behaviour (ASB) has improved to 67% from 63.7%, including a 6-point increase in those who were "very satisfied" with the handling of ASB
- ▶ 15% increase in satisfaction amongst 55-64 year olds
- ▶ Satisfaction that Brunelcare makes a positive contribution to the neighbourhood has remained similar to last year with 63.6% and 64.5%

COMMUNICATION

- ▶ Significant improvement in satisfaction of respondents that feel they are treated fairly and with respect, which is now

at 86%, up from 81%

- ▶ Significant improvement in satisfaction that 'Brunelcare is easy to deal with', up to 84.4% from 75.7%
- ▶ Slight increase in satisfaction that Brunelcare listens to views and acts upon them up to 68.9% from 67.8% - much lower in sheltered housing than ECH
- ▶ Slight decrease in the percentage of respondents who feel Brunelcare keeps residents informed about things that matter to them, down from 79.6% to 78.6%

COMPLAINTS

- ▶ Satisfaction with the approach to handling complaints has improved to 56.6% from 52.1%
- ▶ 79% of respondents provided additional feedback
- ▶ Suggested improvements include listening more carefully, a speedier response and more updates during the complaints process
- ▶ Satisfaction with complaints handling differs by age: 70% satisfaction for under 65s and those aged 85+ but only 49% for those aged 65-84

Next Steps

We are completing a detailed analysis of our survey results and the suggested improvements to prepare an action plan together with the Residents First Group. The action plan will be agreed and available in November and will be publicised on our website and at the Quarterly Site Meetings.

DAMP AND CONDENSATION

What is Awaab's Law and Our Commitment?

Awaab's Law is a new piece of legislation, which came into effect from October 2025, to ensure social housing landlords act quickly to tackle damp and mould. It sets clear legal deadlines for investigating and repairing issues, so that residents are not left living in unsafe or unhealthy conditions. The law is named in memory of two year-

old Awaab Ishak, who tragically died as a result of prolonged exposure to mould in his home in Rochdale in 2020.

Brunelcare is fully committed to meeting and exceeding these new standards. We take every report of damp and mould seriously, and our systems are in place to respond within the required timeframes. For an emergency hazard the response time is within 24-hours and for a significant hazard our response time is within 10 days. Our

priority is to keep residents safe, healthy, and confident in the quality of their homes.

More information

Find out more about Awaab's Law and our responsibilities as a landlord here.



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TACKLING DAMP, MOULD AND CONDENSATION

HOW TO REPORT A DAMP PROBLEM

If you believe you are experiencing damp issues, particularly as a result of a defect in the building, please call **0117 914 4257** and we will attend to carry out a thorough damp and mould inspection.

Damp and condensation in your home

As the colder months approach, we often see more issues with damp, condensation and mould in homes. This is because windows are closed for longer, heating patterns change, and moisture builds up more easily indoors. Occasionally, problems can also be caused by a defect in the building that may allow rainwater to get in during wet weather.

The difference between damp and condensation

Condensation is normally found on cold surfaces such as walls, windows / window sills or mirrors, and is more prominent

in the colder months. The most common signs of condensation are water collecting on windows, or black mould which can appear on any walls of the property.

Damp occurs when a fault in the building's basic structure lets water in from the outside, and can penetrate walls, floors, and ceilings. You may see damp patches or tide marks on the walls or peeling paint or wallpaper.

How to reduce condensation at home

Here are some tips to help you prevent condensation in your home:

- ✓ **Produce less moisture** – cover pans while you're cooking, and dry clothes outdoors where possible. If you need to dry clothes indoors, create some ventilation by opening a window.
- ✓ **Let fresh air in** – open your windows to let air circulate around your home. It's especially important to do this during blue sky weather. Move

your furniture away from radiators and external walls and keep trickle vents in window frames open.

- ✓ **Heat your home a little more** – keep your heating on at a lower temperature for longer periods of time. A heated home helps prevent condensation from forming on surfaces.
- ✓ **Stop moisture spreading** – use an extractor fan when you are cooking or in the shower / bath and keep your kitchen and bathroom doors closed. Wipe condensation from windows each morning to prevent mould.

For more information

Please see the Damp and Condensation Factsheet Brunelcare has put together.



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ADAPTATIONS TO YOUR HOME

You may find that it becomes more difficult to manage your home as you get older and some tasks are becoming more difficult.

We can help to make your home more comfortable to live in by making appropriate changes to your home.

You can ask us to make adaptations to meet your needs, and we will do what we can to help you live in your homes safely and independently for as long as possible.

MINOR ADAPTATIONS

Minor adaptations are classed as any low-cost adaptation work. This work can usually be carried out following the receipt of a referral form from a Brunelcare Trusted Advisor. This may include:

- ✓ Lever taps
- ✓ Grab rails
- ✓ Additional lighting
- ✓ Half steps
- ✓ Small ramps

MAJOR ADAPTATIONS

For larger adaptations, an application for a Disabled Facilities Grant would be required and any proposed work would require the involvement and sign-off of a Brunelcare surveyor. Major adaptations may include:

- ✓ Level access showers
- ✓ Major structural conversions
- ✓ Stairlifts
- ✓ Kitchen alterations
- ✓ Ramped access for a wheelchair user
- ✓ Ceiling tracks and hoists

How do I request an adaptation to my home?

If you require an adaptation to your home, a referral form and an assessment will need to be undertaken. Please contact the Customer Services Team to find out more:

0117 914 4257

E: info@brunelcare.org.uk

OFFICE HOURS:

Monday to Friday,
8.30 am to 4.30 pm



Financial Support

Brunelcare's Financial Support Fund

In 2022, our Board approved the implementation of a Financial Support Fund to support customers in times of financial hardship.

Earlier this year we reviewed how the Fund is operated and have updated the criteria, the application form and assessment process. The aim was to make it clear what purposes funding will and will not be approved for and to make the application process easier.

What is the Financial Support Fund?

The Fund has been created to support our customers in times of financial hardship, whether they live at one of our sheltered housing sites, extra care housing facilities or in a care home.

Eligibility Criteria

To be eligible for the Fund, the applicant must:

- ✓ Be a current Brunelcare customer
- ✓ Be willing to complete a basic income and savings assessment
- ✓ Be able to demonstrate that they have reasonable steps in place to manage their income and expenditure
- ✓ Have sought funding from other available sources
- ✓ Have a payment plan in place if in arrears and not be in default (whether that be for rent or care fees)
- ✓ Not have any outstanding cases of serious antisocial behaviour or have an open legal case against them.

THE FUND WILL COVER:

Grants from the Fund will cover the following:

- ✓ Essential white goods, furniture and floor coverings
- ✓ Home adaptations to support independent living
- ✓ Other essential items, equipment or services to support basic living needs

THE FUND WILL NOT COVER:

- ✗ Payment of debts
- ✗ Payment of rent or care fees
- ✗ Cash payments directly to customers
- ✗ Food vouchers where there is access to a food bank

Further information on eligibility can be found in the Financial Support Fund Policy by scanning the QR code



Scan
me

HOW TO APPLY

All applications must be made through a Brunelcare colleague, such as a housing officer, registered manager or deputy manager.

To apply for the Fund, an application form must be completed, which will include an eligibility check and income assessment.



TENANCY FRAUD



What is Tenancy Fraud?

Tenancy fraud is when a resident provides false information to gain a property, sublets the property to someone else or does not use their home as their only or main home.

The most common form of Tenancy Fraud is where a tenant lets someone else live in their home and charges a rent, which is known as illegal subletting.

Why is it a problem?

The demand for housing is higher than the number of homes available. Often subletting can also be linked to benefit fraud and can be a cause of antisocial behaviour.

What can be done to tackle Tenancy Fraud?

Prior to the start of a tenancy, Brunelcare undertakes identity and financial checks on new applicants. Regular inspections and visits are also undertaken during the tenancy which can help prevent or identify tenancy fraud.

However, most cases of tenancy fraud are identified by residents.

If you suspect Tenancy Fraud, tell us and we will investigate to find out what is going on.

It is important that neighbours and communities stay vigilant and notify us if they have any concerns. If a tenant is found guilty of subletting their home or they have obtained a home under false pretences it could result in eviction and a criminal record.

DID YOU KNOW



HOW CAN I REPORT IT?

If you have concerns about Tenancy Fraud and you think that a neighbour has abandoned their property or is letting the property to someone else instead of them, please contact the Customer Services Team so we can discuss this with you:

0117 914 4257

E: info@brunelcare.org.uk

OFFICE HOURS:

Monday to Friday
8.30 am to 4.30 pm

You said, We did

The following key themes have arisen from the most recent round of Site Meetings:

TREES AND HEDGES



YOU SAID:

Trees are really overgrown and blocking light or creating a potential structural hazard on some sites. The biggest issue is trees that overhang from neighbouring properties that are on privately owned land and do not belong to Brunelcare. Hedges are not being maintained often enough and the number of trims needs to be increased from the current provision, which is twice a year.

WE DID: ✓

We are working with our grounds maintenance contractor to complete all trees work by the end of December 2025, ready for an arborist to carry out a re-inspection in the new year, to put in place a new two-year programme of tree works.

The Housing Team will write to neighbouring properties / land owners to cut and maintain trees which are causing an issue. We are working with ID Verde to investigate if the current contract can be varied to include more hedge maintenance, however this will impact service charges.

SIGNAGE - EXTERNAL AND INTERNAL



YOU SAID:

Not all sites have the most up-to-date and newly branded external signage. Internal signage also needs updating as there are still signs on some sites stating, 'this way to warden office' which we do not have. There is a mishmash of styles and colours of internal signage.

WE DID: ✓

We are reviewing every site to establish which signs need to be replaced or updated. This programme of works will take place over the next 12 - 18 months. External signage on a number of sites has already been completed.

LAUNDRY



YOU SAID:

Laundry slots are not long enough, some residents are using their slot to do laundry for relatives, some residents are not cleaning filters or seals between washes and some people are not sticking to the 8am to 8pm opening times of the laundry

WE DID: ✓

Messages have been sent via Alertacall, reminding residents of the laundry opening and closing times. The Housing Team treat persistent instances of not adhering to the time slots as a breach of tenancy or an instance of antisocial behaviour noise nuisance. Notices will be displayed in laundries reminding residents to clear the filters on the dryers and clean the rubber seals.

RESIDENTS FIRST GROUP *Update*



APRIL

Service Charges and Energy Contracts

In previous meetings, group members said there should be more opportunities for residents to be involved in decisions which impact on their service charges. In April, Brunelcare's Director of Finance and Digital Services, John Rew, met with the group to get their feedback before Brunelcare made a decision on buying its next long term energy contract from April 2026 onwards.

Residents were in favour of Brunelcare changing its criteria for selecting a green energy provider. As a direct result of the group's input, Brunelcare decided to increase the criteria for taking green energy from 102% of brown energy cost, up to 105%.

All members felt that this conversation "brought residents into the Board Room" and John will be coming back to the RFG in the Autumn to discuss proposals for the 2026-27 service charges.



Financial Support Fund

Two years ago, Brunelcare introduced the Financial Support Fund to help residents following the cost-of-living increases. Brunelcare recently reviewed the Fund (see page 11), and the revised policy was brought to the group before it was signed off. The group supported the clearer criteria for how people can apply to the fund, and what for, and they made a number of suggestions to changes in wording which were incorporated into the final policy.

This feedback was shared with Brunelcare Audit, Risk & Finance Committee and the Board, which signed off the revised policy.



JUNE

Customer Satisfaction Survey

Members reviewed the full Customer Satisfaction Survey report, and discussed four main areas which had been suggested as focuses for improvement following the survey:

- ▶ Availability of on-site staff
- ▶ To be kept better informed
- ▶ Garden maintenance
- ▶ Scheme modernisation

The members agreed that Brunelcare should compile a set of proposed actions, including any financial impact, and bring these proposals back to the group in October to agree on an action plan.



JULY

Key Performance Indicators (KPIs)

The Residents First Group is taking on a greater role in scrutinising Brunelcare's performance on certain key measures. The group has agreed to regularly review a number of key performance indicators to understand whether Brunelcare is achieving the targets it has set itself. The measures include:

- ▶ Time taken to re-let a property
- ▶ Repairs performance
- ▶ Complaints response performance

The reports and updated data on the above measures were provided to the group for review in October, and will be brought back to the January 2026 meeting. Feedback will then be taken to Brunelcare's Performance, Quality and Experience Committee for discussion.



SEPTEMBER

Responsive Repairs Policy update

Brunelcare has recently reviewed our key policy which guides how we carry out responsive repairs. This is partly in response to the implementation of Awaab's Law (which you can read more about on page 9). This law will impose time limits on social housing landlords to respond to potential hazards in residents' homes.

The group members had an in-depth discussion about the proposals and were in agreement with the revisions. They made some recommendations on the wording, and this will now be taken to the Performance, Quality & Experience Committee for final sign off and approval.



Since the last update in the Spring edition of Grapevine, the group has met four times.

The Residents First Group continues to meet on a six-weekly basis, helping to ensure that residents are actively involved in shaping the services Brunelcare provides and its future.

Some changes...



Jonathan Spearing

New Director of Property & Investment

Welcome to our new Director of Property and Investment.

A warm welcome to Jonathan Spearing, our new Director of Property & Investment. This is a new role for Brunelcare which was created as part of a restructure of the Executive Team, and Jonathan will focus on our strategic objective to ensure that we provide great homes that are fit for the future. This will include identifying and evaluating opportunities for redevelopment and considering a wider spectrum of investment opportunities.

Jonathan joined the Brunelcare team in August and has over 18 years of experience

working in social housing. He has a particular interest in retrofit, redevelopment and decarbonisation.

"I'm proud to join the Brunelcare team and have enjoyed meeting friendly people and visiting schemes in my first four weeks. My focus so far has been largely on our sheltered housing retrofit projects and I am motivated by meaningfully reducing electricity costs for residents and carbon emissions".
"Outside of work, I enjoy spending time outdoors with my family, cycling and occasionally playing golf if I can fit it in!"



Michelle Richards

New Director of Customer Service

A message from Michelle Richards, our new Director of Customer Service.

Some of you may already know me, as I've worked with Brunelcare for over 25 years, most recently as the Housing Services Director. I'm now proud to take on a new role as Director of Customer Service.

Whilst I will still be responsible for leading the day-to-day operations of our housing and responsive repairs teams, I am excited to get stuck into this new role. 'Providing great customer service in every interaction' is a key theme running through our strategy, and this work is fundamental for us as an organisation.



Please don't hesitate to speak to a member of your Housing Team if you'd like to share something or be involved in drafting the customer service standards.

DEVELOPING A NEW

CUSTOMER INVOLVEMENT STRATEGY

WHY WE ARE CREATING IT

We know that engaging and involving our customers is fundamental to everything we do. Brunelcare's Strategy for 2024-2030 is focused on putting customers at the heart of our work, and while we already have strong examples of customer involvement, we recognise the need for a clearer, more consistent strategic guide.

This strategy will set out what we will engage with our customers about, when we will do it, and how we will do it in broad terms. It will also help us identify any gaps in our current approach, so we can address them and ensure that customer voices continue to shape and strengthen the services and support we provide.

HOW WE ARE INVOLVING RESIDENTS

We are involving customers directly in developing the Strategy by meeting with groups of residents to hear their views and shape the direction of our approach. In these conversations, we are asking important

questions such as: how does Brunelcare currently engage with and involve customers, what should we include in the strategy, and what should our main aims or principles be. Alongside this, we are inviting feedback on other key areas, including how long the strategy should last for and how we should measure success to ensure the final strategy truly reflects the voices and priorities of our customers.

WHAT HAPPENS NEXT

We are now focussing on having conversations with as many customers possible, to gather a wide range of views. We will review the feedback collected to identify common themes, priorities and any gaps that need to be addressed.

We will then write the strategy and share a draft version with customers and colleagues to ensure it reflects their views, before it is finalised for approval by Brunelcare's leadership and Board.

Once approved, the strategy will be launched and clearly communicated to everyone.



HOW *You* CAN

Ways to Get Involved

Our Together with Customers Charter details Brunelcare's commitment to putting our customers at the centre of its values, culture and ethos.

We want to maximise the opportunities for you to participate and engage with us, allowing you to influence and shape the services you use and how we deliver them.

There are a number of ways you can get involved. Joining a group like our Residents First Group isn't the only way you can make a difference at Brunelcare.

There are a number of ways you can engage with us:

- ✓ Reviewing new policies or ones which are being updated.
- ✓ Helping us draw up the specifications for contracts which affect residents and helping us select new contractors.
- ✓ Joining a focus group to look at a particular project or issue – for example, developing our new Residents Handbook.
- ✓ Attending site meetings which are held every three months.

HOW TO CONTACT US

If you are interested in getting involved with Brunelcare in any way, please contact the Engagement Team

Email: together@brunelcare.org.uk

We have started a project to redevelop and relaunch our website, to make sure it is a more helpful and user-friendly site for all our customers.

One of the key areas we are focussing on is providing more information and guidance for our housing residents about living in your homes, and the services and support we provide.

We want to make sure our new website really reflects what you want and need, so please get in touch with the Engagement Team if you'd like to be involved in helping us develop it. There will be opportunities to influence the project, including helping us test the new website before it is finalised.

Relaunching Brunelcare's Website

GET INVOLVED

HAVE YOUR SAY

Have you got a story to tell?

We would love to include news and stories from our residents in publications such as Grapevine.



Bill Strikes a Chord for Charity

Brunelcare resident Bill, who lives at Lilac Close in Southmead, has been hitting all the right notes - quite literally! Since May 2024, he **has raised more than £1,000 for The Grand Appeal, Bristol Children's Hospital's Charity**, by playing his keyboard in Broadmead, with the help of his friend, Steve.

This isn't the first time Bill has used his talent for a good cause - he had previously raised over £1,000 for the British Heart Foundation. Completely self-taught, Bill

has been playing the keyboard since 2010, and his music is now making a real difference in the community.

His fundraising has earned him a special honour: the Golden Gromit award from The Grand Appeal team. This cause is particularly close to Bill's heart, with the money going to support Bristol Children's Hospital's Maternity Unit, and providing toys to brighten the days of children staying in hospital.

Well done, Bill!



In 2026, Brunelcare is gearing up for a big birthday! We will be marking our 85th anniversary next October, and we're keen to celebrate the milestone in the lead up to the big day.

If you've got any suggestions for how we could mark the occasion, get in touch!



Stock Condition Survey

Over the next few months, we are carrying out a full stock condition survey of all of our properties.

This will be a visual check of your property carried out in person by a qualified surveyor to assess its condition against the Government's Decent Homes Standard. The visits will take around 20 minutes to complete.

The results will help us prepare for future planned improvement works to your home.

The survey will provide us with key information about the condition of roofs, windows, external doors, kitchens and bathrooms, and it will also help us to make sure your home is safe and free from any serious hazards.

Brunelcare has appointed a company to carry out the surveys on our behalf. We will be writing to all residents to provide more information and some Frequently Asked Questions to help you understand what to expect. Shortly before your survey is due to be carried out, you will be contacted directly to arrange an appointment.

**VISITS WILL TAKE
AROUND 20
MINUTES
TO COMPLETE.**



How to Contact Us

Write to us:

Head Office
Brunelcare Saffron Gardens
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Careium Out of Hours:

01323 690 827
(4:30pm - 8:30am and
weekends / bank holidays)



INVESTORS IN PEOPLE™
We invest in people Standard

Registered as a charity (201555) and
Regulator of Social Housing (LH0269)

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