



SHREWSBURY DRAPERS HOLY CROSS LIMITED

Registered Charity 1132671 | Company No. 07000798

How We Work

Published: 16th September 2026· Next review March 2027

This document draws together the information the charity publishes about itself: how it is governed, how it is funded, how the almshouses are maintained, and what residents may expect of us. It is intended as a starting point for those looking for information on our organisation.

Should you wish to see something that is not published here, please contact us through the 'contact us' section of our website at www.shrewsburydrapers.org.uk/contact.

1. How we are governed

- **Who we are.** An almshouse charity providing low-cost housing for older people with a connection to the counties of Shropshire and Powys. The charity currently maintains 58 almshouses across four sites in Shrewsbury: 25 apartments at Drapers Place, 24 apartments at Fairford Place, 5 houses at the Hospital of the Holy Cross and 4 bungalows at the Hospital of St Giles, Wenlock Road.
- **How the charity is structured.** Shrewsbury Drapers Company Charity holds the land and buildings as permanent endowment. Shrewsbury Drapers Holy Cross Ltd administers them as corporate trustee.
- **Registrations.** Registered charity number 1132671. Company number 07000798. Regulator of Social Housing provider number 4809.
- **Governing documents.** Shrewsbury Drapers Holy Cross Ltd is governed by its Memorandum and Articles of Association. The almshouses and the land on which they stand are held under a Charity Commission Scheme dated 31 December 2014, as amended on 19 June 2019.
- **Trustees.** Every director / trustee is a Freeman of the Shrewsbury Drapers Company (known as Drapers), and all serve as unpaid volunteers. The Almshouse Committee, drawn from trustees and other Drapers, discharges general operational duties in respect of the almshouses and its residents. Current trustees are listed at [Companies House](#), where they appear as company directors.
- **Staff.** The Property and Compliance Manager holds lead responsibility for the running of the almshouses, encompassing resident liaison, repairs, lettings, health and safety, and compliance. The Finance and Administration Officer is responsible principally for finance, Weekly Maintenance Contributions, accounts and administration.
- **How decisions are taken.** The Almshouse Committee exercises general oversight of the almshouses and of resident relations and ordinarily meets every two months. Day-to-day management rests with the Property and Compliance Manager. Residents' views inform our decision-making.
- **How we listen to residents.** Staff or Drapers visit new residents shortly after they take up their appointment. Weekly coffee mornings and informal gatherings are held at our two larger sites, to which all residents are invited. We aim to visit every resident in their home at least once a year, and we conduct a resident satisfaction survey no less frequently than every two years. Residents may contact the office at any time or speak with a Draper should they prefer not to approach staff directly.

2. Our finances

- **Annual report and accounts.** Filed each year at [Companies House](#) and on the Charity Commission register. Our income, including any grants received, together with our expenditure, is set out there in full. The charity's financial year ends on 31st December.
 - **Weekly Maintenance Contribution and Service Charge.** Residents contribute weekly towards the cost of running the charity and of providing their home. This is not rent. The amount varies according to the property and is set out in each resident's licence to occupy; any subsequent change is notified in writing. The contribution meets building maintenance and repairs, cyclical and planned works, management and staffing costs, the provision and servicing of installed appliances, and the upkeep of communal areas. Section 4.2 of the Resident Handbook sets this out in full.
-

3. The almshouses and their upkeep

- **Repairs.** Responsibilities, how to report a repair, and what follows from doing so are set out in Section 5 of the Resident Handbook. Our Repairs and Maintenance Policy and Resident Handbook are published at www.shrewsburydrapers.org.uk/policies.
 - **Planned works.** A programme of planned and cyclical works is presently being devised. Our Fairford Place site is currently undergoing extensive redevelopment.
 - **Energy efficiency.** All social rented homes must attain EPC band C, or an equivalent standard, by 1st April 2030. We are assessing our stock and intend to publish more information in March 2027.
-

4. How we are performing

Every social housing landlord publishes the same set of measures each year, known as Tenant Satisfaction Measures (TSMs). Twelve are derived from asking residents their views; eleven are drawn from our own records. Our reporting year runs from 1 January to 31 December.

- **What residents told us.** Our 2026 resident survey results, together with a summary of how the survey was conducted recently.
- **The questionnaire.** The questionnaire from which the survey measures were generated from the standard TSM wording.
- **Measures drawn from our records.** Safety checks, repairs completed within target, Decent Homes, complaints and anti-social behaviour will be published in March 2027, covering the reporting year ending 31 December 2026.
- **Our repair response targets.** Emergency repairs are made safe within 24 hours. Urgent repairs are attended within two working days and completed within five. Routine repairs are completed within 28 calendar days.

- **Complaints and anti-social behaviour.** To be published in March 2027 alongside the other records-based measures. Our annual self-assessment against the Housing Ombudsman's Complaint Handling Code is published at www.shrewsburydrapers.org.uk/policies.
- **Terminations of appointment.** To be published in March 2027. Residents hold a Letter of Appointment rather than a tenancy, so eviction in the conventional sense does not arise.
- **Our regulatory position.** As a small provider we are regulated responsively rather than through routine inspection, and we hold no regulatory judgement or grading.

5. Services for residents

- **The home itself.** An unfurnished almshouse designed with the needs of older people in mind. Where the charity has supplied appliances, it services and maintains them.
- **Communal facilities and grounds.** Every site has communal gardens, and our two larger sites also have indoor communal facilities. All are managed, maintained and cleaned by the charity for the use and benefit of residents.
- **Repairs.** We manage a repairs service for the almshouses, governed by a published policy and measured against the response targets set out above.
- **Support and wellbeing.** We work alongside local charities, partners and statutory services to help ensure that residents are well supported, and we can direct residents towards appropriate assistance where it is needed.
- **What we do not provide.** We are not a care provider. Our staff are not trained carers, we are not regulated by the Care Quality Commission, and residents are required to be able to live independently.
- **Resident Handbook.** The Resident Handbook sets out what we provide and what we do not, how to report a repair, our office hours, and what to do in an emergency. It is published at www.shrewsburydrapers.org.uk/policies.
- **How to complain.** Our Complaints Policy is published at www.shrewsburydrapers.org.uk/policies. It follows the Housing Ombudsman's Complaint Handling Code, and a complaint may be taken to the Housing Ombudsman Service at any stage. One trustee serves as our Member Responsible for Complaints and may be contacted via the office.

6. Records and registers

The charity maintains the safety records required by law.

Overall compliance will be published with our Tenant Satisfaction Measures in March 2027. Individual certificates are not published, since they identify particular properties. Residents may ask the office for the position in respect of their own home.

7. Policies

You will find policies published at www.shrewsburydrapers.org.uk/policies.

8. Requesting other information

From 1st April 2027, residents, and anyone a resident has formally authorised to act on their behalf, may request information the charity holds concerning the management of their home.

- **How to ask.** Through the 'contact us' section of our website at www.shrewsburydrapers.org.uk/contact, or by writing to the office at Drapers Place, Horsefair, Abbey Foregate, Shrewsbury, SY2 6BP.
 - **Our response.** Within 30 calendar days.
 - **Where we may decline.** We will explain our reasons. Information may be withheld where it comprises the personal details of others or commercially confidential material, where it is already available elsewhere, where a request is unclear, where responding would require more than 18 hours of staff time, or where a request is repeated or abusive.
 - **If you are dissatisfied.** Please tell us. We will review the decision within 30 calendar days, after which the matter may be taken to the Housing Ombudsman Service.
-

Contact us

Office 01743 353503, Monday to Friday, 8.30am to 4.30pm, excluding bank holidays

Address Drapers Place, Horsefair, Abbey Foregate, Shrewsbury, SY2 6BP

Online www.shrewsburydrapers.org.uk/contact