



Quality you trust

Templer
HomeBuild
QUALITY YOU TRUST



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Future growth

We continue to develop our company to be trusted and reliable, delivering quality services on which our residents can rely. We still strive to do more and do better.

We're proud of our place as a strong, local repairs company. Our hard work has been recognised for the last five years, with us retaining the prestigious gold award from the Royal Society for the Prevention of Accidents (RoSPA). In 2023 we achieved Investors in People, We invest in People, silver accreditation, which we will continue to build on in the future.

This Corporate Plan sets our vision, values and strategic aims, which are closely aligned with our parent company, Teign Housing.

We are providing "Quality you trust".

Stuart Davies
Chair of the Board

Tom Woodman
Chief Executive

Justin Glue
Director of Operations

Our business

Templer HomeBuild (THB) was created in 2017 as a subsidiary company of Teign Housing to provide a long-term, good quality repairs and maintenance service to Teign Housing homes; and to provide development opportunities that support Teign Housing's delivery of new affordable housing. Operating profits generated by THB are reinvested by Teign to support their charitable aims.

We provide emergency and by-appointment repairs to residents when they need us. Working with Teign Housing, we plan and carry out improvement works such as new roofs, kitchens, bathrooms, and windows, as well as work to improve the energy efficiency of our properties. We also maintain compliance with all applicable Housing Regulatory Standards & Building Regulations to keep our homes economical, comfortable, secure and safe places to live.

Climate change and a move towards zero carbon ways of working are high on our agenda. We play an important role in keeping homes safe through regular electrical, fire and lift testing, gas servicing and more, and our work supports the availability of much-needed social housing as we carry out efficient repairs and improvements between tenancies.

We also provide aids and adaptations to properties to make them safe and suitable for residents with disabilities and have access to Teign Housing's 'in-house' Occupational Therapist to help prioritise and support this work. Equality, for our residents and our staff, is important to us in all its guises.

Our people are our biggest asset. We employ nearly 80 dedicated staff and are proud of our commitment to training apprentices to grow local talent.

Future growth

We are keen to grow sustainably into the future, and we will seek and consider opportunities for diversification, such as working for other service providers to deliver building, repair and maintenance services. When the opportunity arises, we will explore the possibilities of building for open-market sale to support Teign Housing's charitable aims.

Vision

We dedicate ourselves to providing excellent services. Working with our residents, stakeholders, and employees, we are trusted to build and maintain safe and comfortable homes.



Ethical

We value our role as an employer and in supporting Teign Housing to provide homes and services for those who need them. We are an organisation with heart and strive to offer an empowering workplace and the personal service our customers want.



Respectful

We treat people with respect and provide good quality customer service. We appreciate the relationships we build and, with our customers, sub-contractors and partners, we are proud to be Templer HomeBuild.

Values



Resourceful

We maximise our resources by using our money in efficient ways. We look for opportunities to expand our business by creating and growing valuable services. We recognise our role in supporting the local economy.

STRATEGIC AIMS



Service

We will	Measure	March 2025	March 2026	March 2027
Work efficiently	Average number of calendar days to complete repairs	21	20	19
Respond quickly to problems	Maintain high standards and respond to complaints on time	100%	100%	100%
Respond quickly to emergencies	Respond to all emergencies within 24 hours	100%	100%	100%
Ensure our residents are happy with repairs	Customer satisfaction with Templer HomeBuild repairs	96%	97%	98%



Safety

We will	Measure	March 2025	March 2026	March 2027
Keep all homes safe	Compliance with all regulatory health and safety standards	Achieve 100% in all health & safety compliance areas	Achieve 100% in all health & safety compliance areas	Achieve 100% in all health & safety compliance areas
Achieve continuous recognition for our approach to health & safety	Maintain annual RoSPA accreditation	RoSPA Gold	RoSPA Gold	RoSPA Gold
RIDDOR reportable incidents	Number of incidents	0	0	0
Keep our people safe	Health and safety refresher training attendance	100%	100%	100%



People

We will	Measure	March 2025	March 2026	March 2027
Investors in People (IIP)	IIP status	Maintain Silver	Maintain Silver	Achieve Gold
Invest in apprenticeships	Number of apprentices	4	5	6
Support the professional accreditation of Surveyors	Number of Surveyors with Membership of Royal Institute of Chartered Surveyors (MRICS)	1	2	3



Environment

We will	Measure	March 2025	March 2026	March 2027
Reduce our carbon emissions	Reduce our vehicle to headcount ratio	0.80	0.77	0.75
Strive to reduce our carbon impact	Number of new carbon reduction schemes	1	1	2





Business

We will	Measure	March 2025	March 2026	March 2027
Maintain strong governance	Board meeting attendance	100%	100%	100%
Social Value	Number of community projects	1	1	1
Maintain ongoing efficiency gains through close collaboration with Teign Housing and its residents	Number of measurable Value for Money (VfM) initiatives implemented	1	2	4
Continuously measure ourselves against our KPIs	Number of audits carried out	1	1	1



