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আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu

Sheltered Housing Handbook



শেল্টারড হাউজিং হ্যান্ডবুক

防護居屋

शेल्डर्ड रहैठाणो विशेनी माहिती पुस्तिका (डि-डब्ल्यू)

Poradnik o domach opieki

شیلٹرڈ ہاؤسنگ ہینڈ بک





Customer Services Team
Gloucester City Homes
Atlantic Suite
Southgate House
Southgate Street
Gloucester
GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)
or 01452 530626 (normal call charges apply)

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Fax: 01452 396599

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk

Digital TV: GCHTV on Looking Local

Getting our information in other formats

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You can also contact us using our online reporting forms.

Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Contact us

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**Welcome
to your
new home**

Gloucester City Homes offers tenants who are 60 years or over, or registered disabled of a younger age, the opportunity to live in sheltered housing schemes staffed by a dedicated team of Community Scheme Managers.

They check on the well being of residents daily. Sheltered schemes offer a safe and secure environment allowing residents complete independence to live in their own home. You will have your own front door key, be free to come and go as you please and have visitors whenever you like.

There is a good community spirit in all our Sheltered Housing Schemes giving tenants peace of mind whether they are in the privacy of

their own home or sharing the communal facilities with other residents

Safety is not overlooked. All homes are fitted with a pull cord and intercom system allowing residents to get help in an emergency 24 hours a day.

Your Community Scheme Manager

When you move in, one of the first people you will get to know is your Community Scheme Manager. All our sheltered schemes have one.

Their job sometimes involves covering more than one scheme and they may not be available for part of the day. However in this situation another Community Scheme Manager will make your daily call and answer any questions you may have.

Your Community Scheme Manager will –



- welcome you, introduce you to the scheme and explain how to use any communal facilities
- normally be available between 9am-5pm Monday to Friday (excluding bank holidays)
- contact you daily or however often you prefer, to check on your well-being and arrange any support you need to help you remain independent
- agree with you a support plan that meets your needs, and then with your agreement pass your name to other agencies who can offer you help
- liaise with your family and other agencies to provide more support after illness
- ensure you live in a safe environment
- assess and respond to an emergency as soon as possible

- check and monitor health-and-safety issues around the scheme daily and sort out any problems as soon as possible
- test intercoms, pull cords and pendants every three months
- check your personal contact details with you every three months to ensure they are up to date
- help and encourage you to arrange and take part in social activities and take part in the management of your scheme.

Community Scheme Managers cannot offer the following services –



- personal care
- lifting or manual handling
- collecting prescriptions or giving you medication
- collecting pensions or handling money
- shopping
- cleaning, ironing or washing.

However, they may be able to put you in touch with external agencies that can help with these things.

Keeping in contact

You and the Community Scheme Manager can contact each other by:

- intercom call
- the Community Scheme Manager visiting your home
- you visiting the Community Scheme Manager's office
- telephone call
- email
- text.

We prefer to see you face to face at least once a week.

Holidays and visits

Please let your Community Scheme Manager know when you are not available for your daily call because, for example, you are out, on holiday, or attending a hospital appointment. This will stop us worrying about you or taking any emergency action.

The Head of Supported Housing

The Head of Supported Housing, based at Southgate House, oversees all the sheltered housing schemes. They will regularly visit all the schemes. They may speak at resident group meetings, or come and talk to you individually on request if you have any concerns about your sheltered housing scheme.

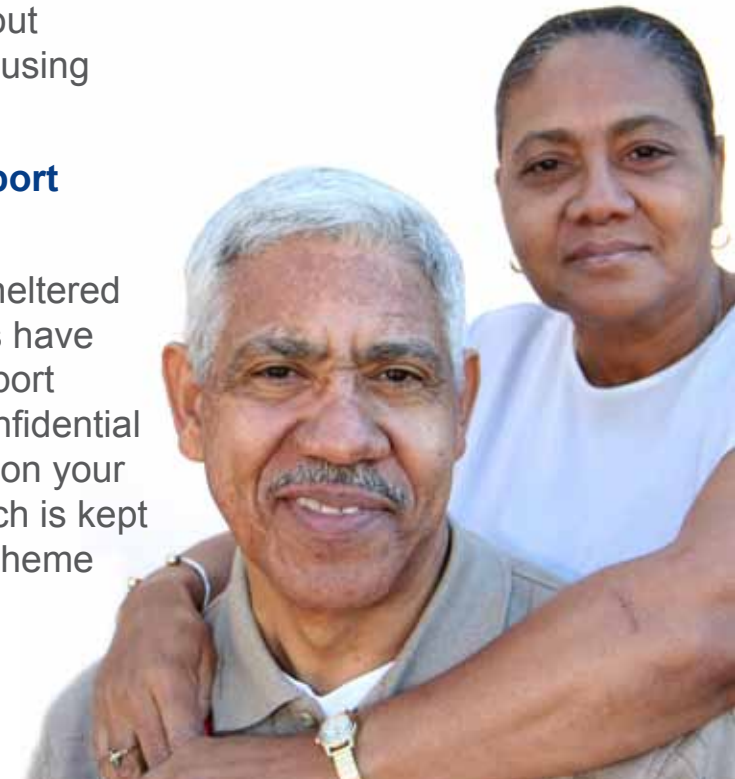
Getting the support you need

All residents of sheltered housing schemes have an individual support plan. This is a confidential document stored on your personal file, which is kept securely in the scheme

office. Support plans assess your individual needs and highlight any areas that the Community Scheme Manager can help you with.

The plan covers:

- financial help with benefits
- referrals to the occupational therapist for aids and adaptations to your home



- referrals to other agencies for help with daily living e.g. cleaning or shopping
- referrals to other agencies for help with personal care
- scheme activities, such as social events, outings, coffee mornings
- how to get repairs done
- risk assessments.

When filling in the support plan you may have a friend, family member or interpreter with you if you wish. You may also see a

copy of the support plan before filling it in and have a copy of the completed form to keep if you would like one.

We review support plans every year but can update them at any time if your circumstances change or you feel you need help with any of the issues covered.

If you wish to review your support plan at any time, speak to your Community Scheme Manager to arrange a date convenient to you.



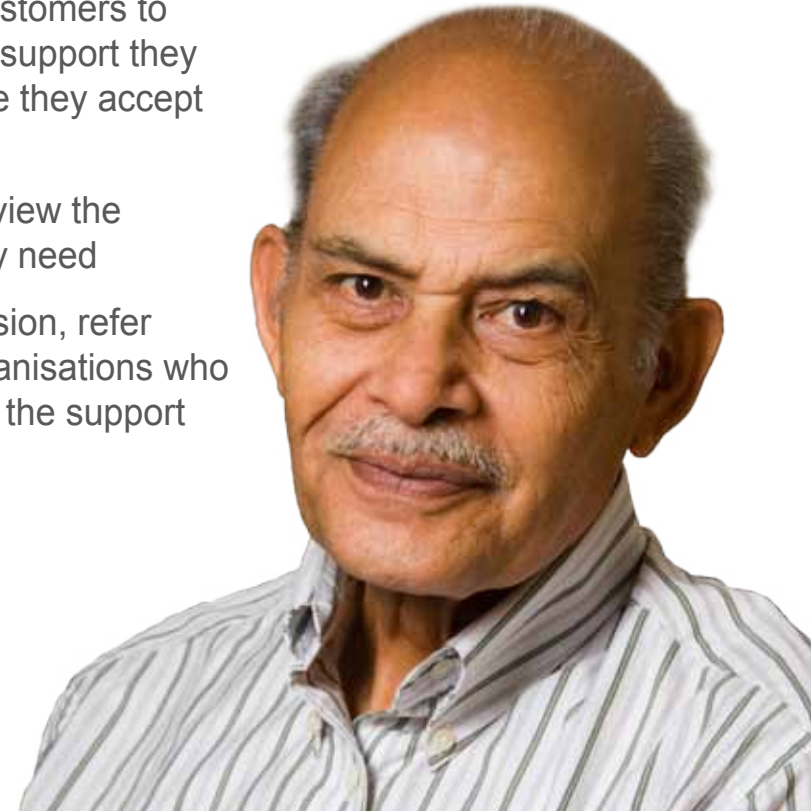
We provide a valuable link between vulnerable tenants who need support and organisations that provide it.

We recognise that some tenants need support to live an independent life, free from debt and to maintain their tenancy conditions.

We will:

- ✓ interview customers to assess the support they need before they accept a tenancy
- ✓ regularly review the support they need
- ✓ with permission, refer them to organisations who can provide the support they need

- ✓ make a referral to a relevant advice agency to help maintain a failing tenancy
- ✓ liaise closely with support providers in both long and short-term cases
- ✓ hold regular meetings with support agencies to maintain excellent links and working partnerships.



Aids and adaptations

If you have a disability and have problems coping in your home, ask the Community Scheme Manager for advice. They can refer you to an occupational therapist from Social Services, who will assess your situation and advise on any aids or adaptations that may help you in your daily living.

You can discuss this with your Community Scheme Manager while completing your support plan, or at any other time.



Getting help outside normal office hours (8.30am to 5.30pm)

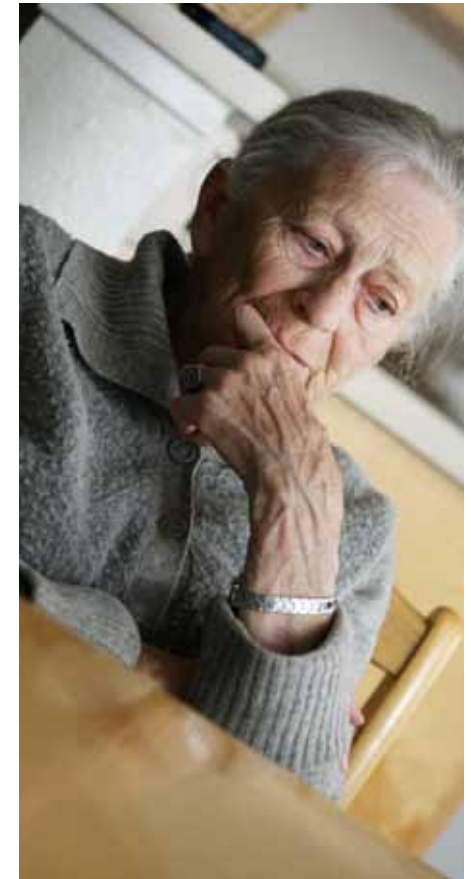
All sheltered housing schemes are covered by a duty Community Scheme Manager 24 hours a day, 365 days a year.

If you have an emergency such as a fire or a fall, or you feel unwell while your Community Scheme Manager is off duty, you can contact our Community Alarm Control Centre by using the pull cord in your home or by pressing your pendant if you have one.

The Control Centre holds all relevant details about you, such as family members' names, addresses and telephone numbers, your doctor's details and your property details. They will assess the situation and call the service you need: an

ambulance; a fire engine; your doctor; your relative; the on call duty Community Scheme Manager.

Please note that this service is only for emergencies, and not for things that can wait until your Community Scheme Manager is back on duty.





In your home

Pull cords and pendants

Your home has pull cords so you can summon help in an emergency. You must not tie up the pull cord or cut it off, as this would mean you couldn't reach it if you fell.

Not all residents have a pendant, but if you or your Community Scheme Manager feels that you are particularly at risk or vulnerable, you can have a pendant to wear while you are up and about.

The pendant enables you to summon help from anywhere in the building if you need it. It is important not to wear it in bed while you are sleeping but to keep it by the side of the bed, in easy reach.

Rent and bills

You are responsible for paying your rent, which

includes support and services charges. You are also responsible for paying council tax, water rates and other utility bills while living in sheltered housing.

Service charges cover the running costs of the communal areas including the cleaning, gardening and maintenance of the building and also the costs of communal utilities.

Support charges cover the costs of your Community Scheme Manager, 24-hour duty Scheme Manager, the alarm system and 24-hour call centre.



All these costs are eligible for Housing Benefit and Supporting People funding.

While completing your support plan, your Community Scheme Manager will ask you if you want any advice on benefits that you may be entitled to, and will put you in touch with our income advisors.

We can also arrange for a specially trained benefits advisor to visit you in your home. They can discuss your finances and help you apply to the local council's Housing Benefit Office and

to the Supporting People Team. When you talk to the advisor you can have a family member, friend or translator with you if you wish.

Repairs

If you need to report a repair you can do so by:

- telephone
- text
- letter
- e-mail.

Or you can report your repair via the GCH website or GCHTV - Looking Local on Sky, Virgin Media, Nintendo Wii or mobile phone. If your repair is an emergency please contact us by phone.

You can also speak to your Community Scheme Manager who will be happy to help you report it.

Central heating

All sheltered housing homes have gas, electric or storage heating systems and you are responsible for paying for the fuel that you use. We and our repairs partner will repair, maintain and service the system for you free of charge. We will carry out an annual home safety check to ensure your safety. The home safety check includes a safety check and service

of any gas appliances and checks of smoke and carbon monoxide alarms.

Your Community Scheme Manager will show you how to use your heating system when you move into your home, and again during the autumn if necessary.

Telephones and internet

You may install a private telephone line at your expense in your own home if you wish.

Sheltered scheme lounges have computers that are connected to the internet for residents to use. If you would like a demonstration on how to use a computer, please speak to your Community Scheme Manager.



TV aerials and satellite TV

Most sheltered housing schemes have a communal aerial, so you will not need an individual aerial fitted to your property. This communal aerial has been upgraded to a digital aerial, so if you have the right equipment you can receive the Freeview digital channels.

Some individual bungalows will still have their own aerial.

Satellite dishes are not allowed on sheltered scheme blocks.

TV licences

Most but not all sheltered housing schemes are covered by a communal concessionary TV licence, so you may not need to buy a licence to use in your home. Please ask your Community Scheme

Manager if your home is covered.

Stop taps

Your home has an individual stop tap so you can turn off the water if you have a leak or burst pipe. Your Community Scheme Manager will show you where the stop tap is. Please check it regularly to make sure it's working.

Decorations

You are responsible for decorating your own home. If you cannot



do so and have no-one to help you, we may be able to help or put you in touch with somebody who can. Please speak to your Community Scheme Manager.

Pets

Unless you have your own garden with a door leading onto it, and can look after a pet, please do not keep pets such as cats and dogs. It is unfair to the animal if it does not have its own garden where it can be let off the leash and allowed to roam free. All dogs must be on a leash

when in communal areas and gardens and any mess must be cleaned up immediately to avoid any health risk to residents, visitors or workers. We will take action against residents who keep pets which cause a nuisance to others.

However, if you already have a dog or cat when offered your sheltered home we will allow you to bring it with you.



Safety checks

Your Community Scheme Manager can arrange for an independent advisor to check your personal electrical appliances for

you free of charge, to make sure that everything is safe for you to use.

They can also take your electric blankets away to test that they are safe to use.

Respect for your neighbours

Living in a sheltered housing scheme is like living in a community of like-minded people of your own age. So we ask you and your guests to be considerate of your neighbours at all times, especially when entering or leaving your home.

Suited locks

Most of our sheltered housing schemes have suited locks that allow the Community Scheme Manager to enter your home with a master key in an emergency, or when they have cause for concern.

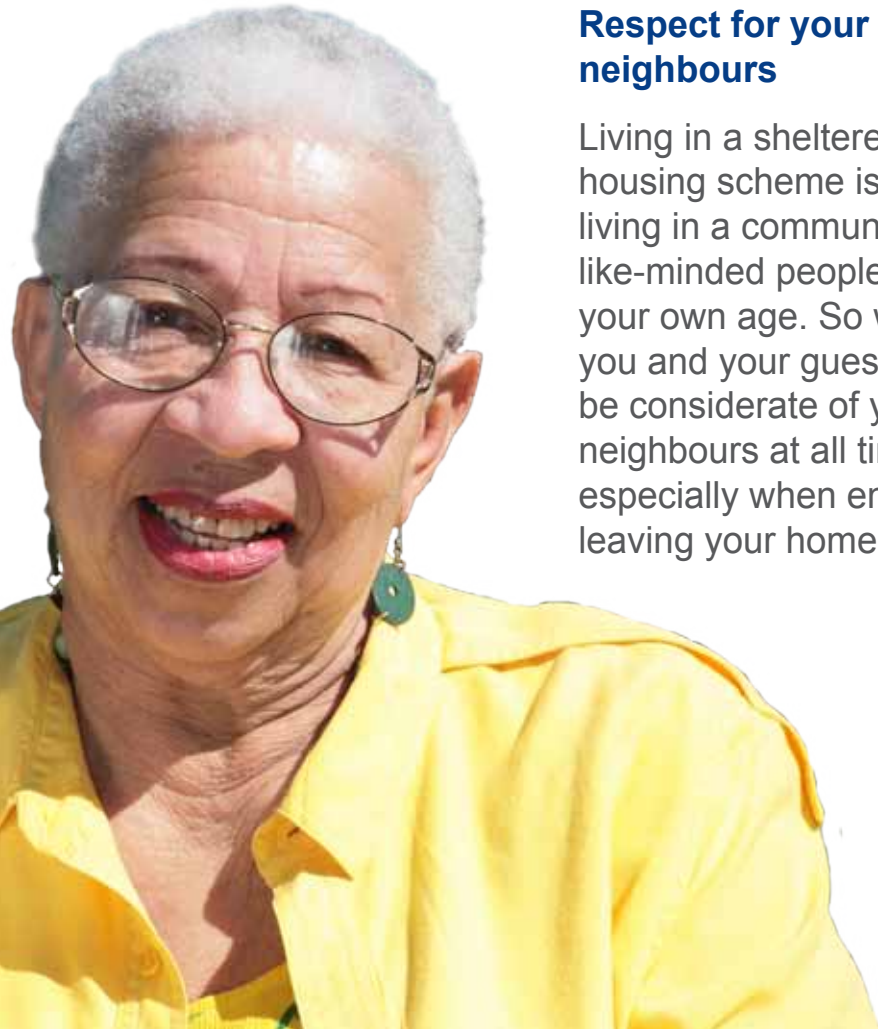
Community Scheme Managers will only enter your home if:

- you call for help through your community alarm pull cord or pendant
- you don't respond to an intercom call or visit
- you or your fellow residents are in danger
- you have given permission for us to do so.

If this happens, the Community Scheme Manager will use the master key to enter your home.

If you are not there, they will leave a note to say they have come in and why.

They will leave your home completely secure.



If you remove the suited lock that allows Community Scheme Managers to gain access in an emergency, and fit your own lock to your home instead, we may have to ask the police to break into your home. This means you will wait longer for help and also ties up valuable police time.

The same applies if you have a door chain, second lock or bolt fitted to the main door. If we cause any damage by breaking into your home because you have added different locks, chains or bolts, we may recharge the cost of repairs to you.

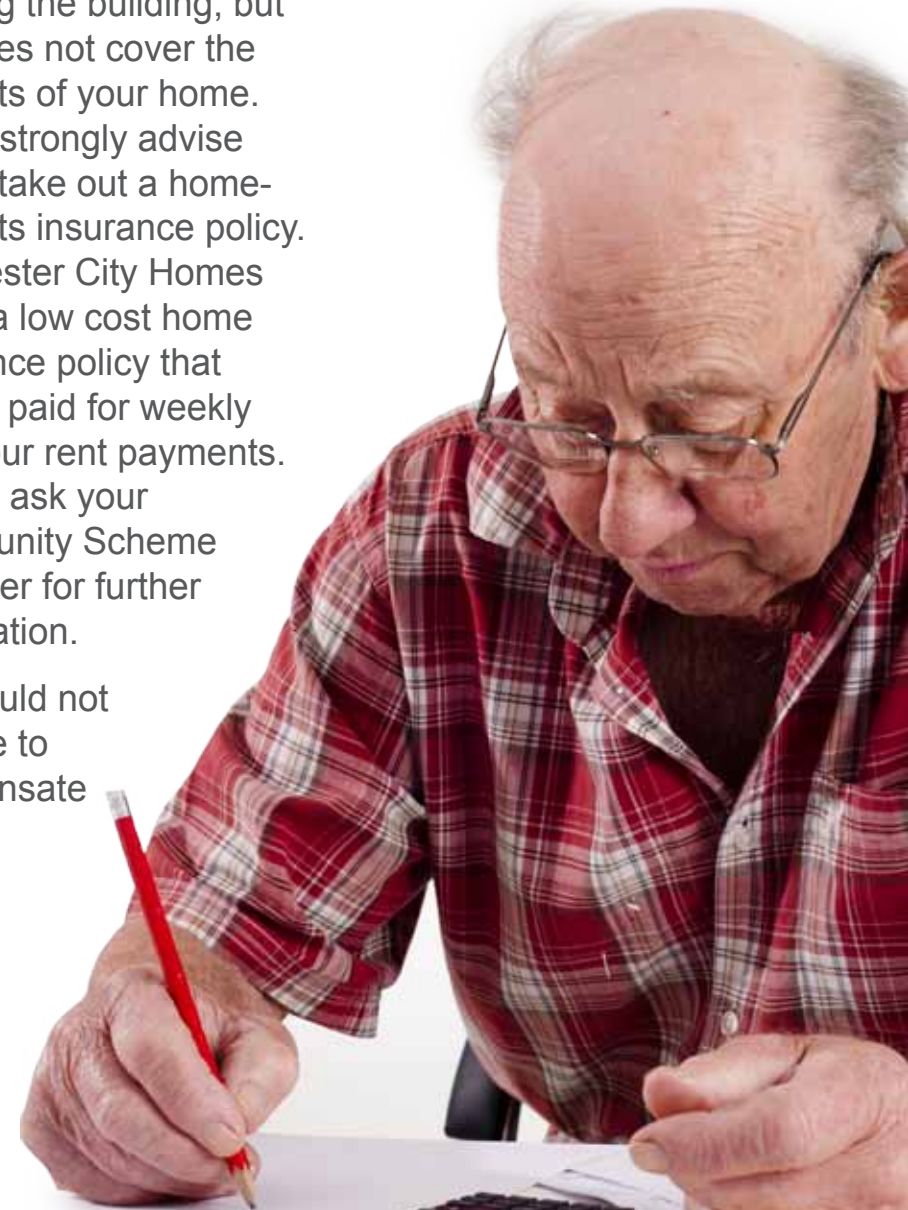


Home-contents insurance

We are responsible for insuring the building, but this does not cover the contents of your home. So we strongly advise you to take out a home-contents insurance policy. Gloucester City Homes offers a low cost home insurance policy that can be paid for weekly with your rent payments. Please ask your Community Scheme Manager for further information.

We would not be able to compensate

you if, for example, you suffered damage or loss through a water leak or fire.



In communal areas



Communal areas

All sheltered housing schemes have a communal lounge, kitchen and laundry. These are for all residents in the sheltered housing scheme to use and are often the ‘hub’ of the scheme.

The lounge is for events organised by the residents or Community Scheme Managers, but you can book the room for a special occasion and invite family and friends from outside the scheme to attend.

Housing staff may use the communal lounge for meetings occasionally when it is not booked for scheme activities.

Laundry

All our sheltered housing schemes have a communal laundry for residents to use. There is a small charge for this. The Community Scheme Manager will be happy to explain how to use the washing machines and driers.



Heating

We are responsible for heating in communal areas. We will keep it at a comfortable temperature for all, so please do not alter any thermostats. Please speak to the Community Scheme Manager if there are any problems.

Notice boards

In every sheltered housing scheme there is a notice board giving you a range of information about your scheme and the surrounding area. Your Community Scheme Manager will show you the notice board and help you find any information you need about the local area.

Information on notice boards will vary from scheme to scheme but will include:

- a map of the sheltered housing scheme

- a map of the local area
- details of places of worship of all religions
- details of local clubs
- details of local doctors' surgeries, clinics, dentists and chemists
- a bus time-table
- taxi and Gloucester Community Transport numbers
- information about local shops and post offices
- information about Gloucester City Homes services and service standards.

We will also give you a leaflet when you move in, containing this information.

If you need any other information please contact your Community Scheme Manager.

Refuse disposal

Most sheltered schemes have a communal refuse area with bins for the use of all residents. For hygiene reasons, please put all rubbish for the communal bins in a securely tied bag.

Where recycling boxes or bins are available, please use them. Your

Community Scheme Manager will tell you which day refuse is collected in your area.

Smoking

It is against the law to smoke in the communal areas. Please observe this legal requirement as this can be very unpleasant for others, especially people with asthma and those who have to use oxygen to help them breathe.

Smoking is allowed in communal gardens, but please put cigarette ends in a bin and not on the ground.



Outside the scheme



Communal gardens

Communal gardens at sheltered housing schemes are for use by all residents, and for their guests when accompanied.

We give gardens and lawns regular attention, but if you wish you may plant or look after some areas. Please speak to your Community Scheme Manager about this.

Individual gardens

If your home has an individual garden, you are responsible for looking after it, although some help may be available if you have difficulty. Please speak to your Community Scheme Manager if you need help.

Car parks

We provide car-parking spaces at all sheltered

schemes. All residents and their guests can use them apart from any space on your personal driveway. There are no reserved spaces, although some areas may be marked for use by disabled drivers. There will be a marked grid for use by emergency services near the entrance of the scheme. Please do not park here as an ambulance or fire engine may need the space.



Safety and security



Door-entry systems and bogus callers

All of our sheltered housing schemes have a main door-entry security system that allows you to let in people you know.

The system allows you to answer the door from your flat.

Please only let people into the scheme that you know and trust. There are many bogus callers around, and to protect you and your neighbours they must be kept out of schemes. They will use various excuses to gain entry. For example, they may claim to be chiropodists, plumbers or water company officials.

If anyone calls at your home check their ID badges carefully and tell your Community Scheme Manager, the Control

Centre or the Police if you are at all suspicious.

Never let anyone into the scheme or your home unless you are completely satisfied with who they are.

CCTV

All our sheltered schemes have CCTV fitted. This is not only to protect the building but to make sure that residents feel that they live in a safe and secure environment.



Fire precautions

If you live in a block of flats or a scheme with internal corridors, it is important to keep the fire doors shut at all times unless they are fitted with automatic door closers that activate when a fire alarm sounds. Fire exits



and corridors must be kept free of any clutter. Do not wedge fire doors open in the corridors as this allows fire to spread more easily.

If you discover a fire, press the nearest fire alarm. Stay calm and leave the building through the closest fire exit. If you are not in immediate danger, you should stay in your home with the doors closed until you are told to leave by the Fire Service or Community Scheme Manager. Especially if you have difficulty walking, do not go into the corridors as you may fall and trap yourself and other residents.

We will provide a fire evacuation notice to remind you what to do if the fire alarm sounds. Please make sure you are familiar with the procedure.

Motor scooters

You must ask for permission from the Community Scheme Manager before buying a mobility scooter. This is to ensure that there is enough space available at the scheme to store the scooter.

We allocate spaces for mobility scooters on a first-come-first served basis.

Unless a specific area is provided, you must not store, charge or drive mobility scooters in the communal corridors, or communal areas.

All mobility scooters stored at sheltered housing schemes must be insured. If your scooter is not insured, you will be asked to remove it from the scheme. All insurance policies must include a public liability clause.



Abuse

A sheltered housing scheme should be a safe and secure place for all residents to live. We aim to provide all our sheltered housing residents with enough support to allow them to have a full and

independent life, but occasionally outsiders, staff, families or other residents may cause you problems.

Community Scheme Managers are fully trained to recognise when a resident is being abused by another person.

They will be aware of such things as:

- physical abuse
- sexual abuse
- psychological or emotional abuse
- financial or material abuse
- neglect
- discriminatory abuse
- institutional abuse.

If the Community Scheme Manager feels you have been abused, they will, with your permission, ask the authorities to investigate the matter.

If you are being abused or think someone you know may be a victim of abuse, you can speak to:

- someone in your family
- your Community Scheme Manager
- any member of Gloucester City Homes staff

- someone who gives you care or support
- Social Services
- Supporting People
- the Police
- a friend
- an advocate
- your doctor or nurse.

For full details please see our 'Safeguarding and protecting adults' leaflet.





Social events and committees

Social events

We encourage you to arrange social events in the lounge for the benefit of all residents.

Such events may include coffee mornings, fish-and-chip lunches, bingo sessions and art classes. It is not the Community Scheme Manager's job to organise such events but they will be happy to help set up a new event and let everyone know when events, are taking place.

All events are open to non-residents from the surrounding areas and family members if they wish to attend. Residents attending any event are responsible for leaving the area clean, tidy and ready to be used the next time. We encourage residents of each sheltered housing scheme to form a social group that can arrange, organise and

look after the finances for their social activities.

Your Community Scheme Manager will help you set this up but will not take the leading role.

Resident committees and the Sheltered Action Group

We encourage residents to set up or join a resident committee so that they can discuss issues of common concern and interest with our Scheme Managers.

Each resident committee can send a representative to our Sheltered Action Group where we discuss matters of interest to all residents of our sheltered homes. Your views help us to provide the service you want.



Your views count

We'd love to know if you have received great service, or if someone's has been especially polite or helpful. That way we can thank the member of staff for treating you so well, and make sure the rest of our service is just as good.

We'd also like to know if you would like to make a general comment about our service or have any suggestions for how we can improve our services or save money

It's equally important for us to know when something has gone wrong so that we can sort things out and make sure it doesn't happen again.

One of the key ways we ask you what you think about our service is by you completing 'Your Views

Count' cards each time you use our service. All you need to do is mark your scores on the card and add any comments good or bad. Just give us your house number and postcode so that we can identify you and reply if we need to, then pop the card in the post. We pay the postage so you don't need to worry about a stamp. 'Your views Count' cards for all our services are on our website and you can complete one on-line.

We record and analyse all the feedback you give us to help us to improve our service and make sure it meets your needs.

If you make a complaint about our service, we will deal with it as quickly as we can and put things right wherever possible.

You can tell us about your complaint in a variety of ways, just follow these simple steps

Informal Stage

Tell your Community Scheme Manager who will try and sort it out on the spot.

Formal Stage

Step 1

You can tell us that you want to make a complaint by:

- telephone
- text
- letter
- e-mail.

Or you can get in touch with us via the GCH website or GCHTV - Looking Local on Sky, Virgin Media, Nintendo Wii or mobile phone.

Responding to you

We will:

- record your complaint and pass it to a manager in the right area so they can investigate and get back to you.
- acknowledge your complaint within 1 working day
- send you a full response within 5 working days
- ask you for an extension of no more than 10 more days if your complaint is more difficult
- advise you how to take it further if you're still not happy.



Step 2

What happens if you're still not happy?

We will:

- acknowledge that you want a complaint review within 1 working day
- ask a senior manager or Director who will carry out an independent review of your case
- write to you again, with our response, within 5 working days.

Step 3

The final appeal stage

If you are still not happy you can contact us as above and appeal.

We will:

- set up an appeals panel made up of Board members including a tenant
- the appeals panel will meet with you to discuss your complaint at a time convenient for you. This will be within 28 working days of receiving your complaint



- write to you within 5 working days of the appeals panel meeting to tell you of their decision
- advise you how to take it further if you're still not happy through the Ombudsman.

If you're still not happy with how we have dealt with your complaint you can contact the Local Government Ombudsman who will investigate your

complaint and how we have handled it.

The Ombudsman will carry out a full confidential investigation asking us to provide information to help him make a decision. At the end of the investigation, he will write to us and to you, to set out his decision and explain how he arrived at it. He will then recommend how the problem should be solved.

The Local Government Ombudsman
PO Box 4771 Coventry CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983

If your complaint is about Supporting People, please contact:

Gloucestershire County Council
Supporting People Team
Community & Adult Care Directorate
Bearland Wing
Shire Hall
Gloucester
GL1 2TR

Tel: 01452 426548

