

If you require further information please contact a Housing Officer at one of the following offices:-

Little Aynam House
Little Aynam
Kendal
LA9 7AH
☎ 01539 717717

The Town Hall
Queen Street
Ulverston
LA12 7AR
☎ 01229 584424

The Old Courthouse
Church Street
Ambleside
LA22 0BT
☎ 015394 33631

Information for Sheltered Housing Tenants

Have a look at our website on www.southlakeshousing.co.uk

This booklet can be made available in large print, braille and audiotape. Please ask at any of our offices or telephone 01539 717717

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1. ABOUT THIS BOOKLET

This booklet is for sheltered housing tenants of South Lakeland District Council (SLDC). All of the Council's Sheltered dwellings are managed by South Lakes Housing (SLH) the Arms Length Management Organisation (ALMO). The booklet tells you about the services South Lakes Housing provide for you and will help you to get the most out of Supported Housing.

General information on your tenancy such as rent and repairs is contained in the Tenants' Handbook. These issues are not covered here. If you do not have a copy of the Tenants' Handbook, please contact :
South Lakes Housing on (01539) 717717

2. WHAT IS SHELTERED HOUSING?

Sheltered housing is primarily for people over 60, although in exceptional circumstances applications will be considered from retired / registered disabled persons. Sheltered housing provides:

- Modern, centrally heated accommodation
- Accommodation which is easy to manage
- A safe and secure environment
- An emergency call system with someone on hand when needed
- Social activities
- Affordable rent
- Independent living with support available via an on-site manager

Sheltered housing is not a nursing or residential home, and SLH does not provide personal care like washing or dressing, or help with household tasks such as cleaning or cooking. If you need extra services we will help you to apply for them. Our aim is to help you to remain independent in your own home for as long as possible

17. LOCAL HOUSING OFFICES

The Council has three local offices. These are at:

✉ Little Aynam House
Little Aynam
Kendal
Cumbria
LA9 7AH

☎ (01539) 717717

The above office covers the schemes at **Kendal, Burneside, Kirkby Lonsdale and Sedbergh**

✉ Town Hall
Queen Street
Ulverston
Cumbria
LA12 7AR

☎ (01229) 584424

The above office covers the schemes at **Ulverston and Grange-over-Sands**

✉ Council Offices
Church Street
Ambleside
Cumbria
LA22 0BT

☎ (015394) 33631

The above office covers the schemes at **Ambleside and Windermere**

16. SERVICE STANDARDS

South Lakes Housing wants to offer the best possible service to its sheltered housing tenants. If you have any comments on the service, if you are dissatisfied in any way, or if you have suggestions on how we might improve the service, please contact your local Area Housing Office. The addresses are given in Section 17 of this booklet.

If you have a complaint, more details are given in Section 13 of the Tenants' Handbook.

SERVICE CHARTER FOR SHELTERED HOUSING

- Contact every tenant each day.
- Visit every tenant at least once a week.
- Answer alarm calls within one minute and immediately call out the appropriate service and/or Scheme Manager (Mobile) to assist.
- Respond in person to call outs for assistance on average within fifteen minutes but in any event within forty minutes.
- Provide locally based staff on call 24 hours a day, 365 days a year, to respond to call outs for assistance.
- Liaise with various agencies on behalf of tenants as and when required.
- Promote and support social activities.

3. THE SCHEME MANAGER

The main benefits of the sheltered housing service are provided by your Scheme Manager. Each sheltered housing scheme has a full time Scheme Manager who works for five days a week.

When the Scheme Manager is off duty, there will be a mobile Scheme Manager on duty, who can be contacted by using the intercom system installed in your home. Section 4 of this booklet tells you more about this system.

The Scheme Manager will:

- Check on your welfare everyday via the intercom system or a visit
- Help you deal with any problems with your tenancy
- Give advice and help you contact other services that are available, for example Social Services or your GP
- Deal with emergencies
- Manage the communal facilities
- Organise social events
- Give advice on the local area (e.g. shops and clubs)

There are certain things that Scheme Managers are not expected to do:

- Offer physical assistance, such as lifting unless they are certain that it is safe to do so
- Help with household tasks, except in an emergency whilst other arrangements are made
- Handle residents money, although in an emergency the Scheme Manager may collect your pension
- Collect prescriptions except in an emergency
- Provide any elements of care i.e. assistance in getting dressed, washing, bathing, preparing/assisting with meals

In addition to this, the Scheme Manager will never under any circumstances administer medication.

4. THE INTERCOM / ALARM SYSTEM

There is an intercom and alarm system installed in your home. It has a control box with a speaker and pull cord (this is usually in the living room), and a number of other pull cords throughout your home. This allows you to contact the Scheme Manager direct if on site / mobile SM via our 24-hour control centre and speak to them through the intercom. The intercom is designed to pick up sound throughout your home, and you do not have to be in the same room as the control box to be able to use it.

If the full-time Scheme Manager is on duty, you will speak to them directly. If a mobile Scheme Manager is on duty, you will speak either directly to them if on site or alternatively via staff at a control centre.

The control centre staff are trained and experienced and will also take any other necessary action, such as calling the emergency services. You will be able to carry on speaking to the control centre until the mobile Scheme Manager arrives, on average within 16 minutes

The amenity charge is set at two different rates depending on the type of property you live in:

Category 1: This is a lower rate for properties which are not on an internal corridor in the same building as the communal facilities

Category 2: This is a higher rate for properties which are on an internal corridor in the same building as the communal facilities. This charge is higher because the costs of running this type of accommodation are higher

The amenity charges are set separately from the rents each year and may go up by a greater or lesser amount than the rent.

c) Heating Charge

The heating charge is only made at Category 2 schemes. This is used to pay for the costs of heating:

The tenant's own flat, where there is a shared heating system
The communal areas

This charge is based on the actual amount of fuel used. Depending on your financial circumstances you may be able to get help with the cost of your accommodation. Housing Benefit can pay for some or all of your:

- Rent
- Amenity Charge
- Heating communal areas

It cannot help with the cost of the heating charge for your own flat. A proportion of the Amenity Charge is for support. Help with paying this may be available.

15. RENT AND HOUSING BENEFIT

General advice on rent and Housing Benefit can be found in Section 6 of the Tenants Handbook. For sheltered housing tenants the full weekly charge is made up of a number of different elements:

a) Rent

This is calculated from the Council's points rent system which takes into account things like:

- Type of home (e.g. flat, bungalow, etc)
- Size of home (number of bedrooms)
- Location
- Central Heating

The rent is revised each year in April.

b) Amenity Charge

The amenity charge pays for most of the Council's sheltered housing services, which covers things like:

- The Scheme Manager service
- The intercom system
- Control Centre charges
- Communal facilities
- Cleaning

5. DAILY CONTACT

You will be contacted every day by the Scheme Manager on duty, either face to face or over the intercom system. This will normally be the full time Scheme Manager, but on their days off, holidays or when they are sick you will be contacted by the Mobile Scheme Manager. This regular contact is to check that you are all right each day.

The full-time Scheme Manager will tell you between which times you may be contacted each day. If you know in advance that you will be out on any given day you should tell the Scheme Manager. If you have to go out before you have been contacted you should also tell the Scheme Manager on duty by using the intercom.

It is important that you do this, because if the Scheme Manager does not know you are out and cannot make contact, they will treat it as an emergency and may enter your home.

If you do not wish to receive a daily call, you should contact either the Scheme Manager or Senior Scheme Manager. You will be asked to sign a statement confirming this. If you change your mind in the future, you can ask for the daily calls to start again.

The Scheme Manager should also make face to face contact with you at least weekly, and more frequently if you need it, for example if you are ill.

6. EMERGENCIES AND ILLNESS

In an emergency, you should immediately contact the Scheme Manager on duty by using the intercom.

Examples of emergencies might be:

- Illness
- Accident
- Fire or Flood
- Break In

The Scheme Manager will be able to give you any immediate assistance you need, and will also be able to help you with any longer term problems which might arise.

7. SECURITY

The Scheme Manager has a master key to allow them to enter any property on the scheme. This allows the Scheme Manager to deal with emergencies quickly and efficiently and can also help you if you lock yourself out or lose your key.

The master key will not be used except with your permission or in an emergency.

Please do not fit any additional locks or chains to your door as this may prevent the Scheme Manager from helping you in an emergency.

14. MONEY MATTERS

The Scheme Managers are instructed not to help tenants with personal finance. Nor should they handle tenants' cash, other than in exceptional circumstance such as collecting a pension in an emergency. Please do not ask them to look after money for you.

Neither can the Scheme Managers help you to draw up a will. If you need help with this you should see a solicitor. Age Concern or the Citizens' Advice Bureau may also be able to help. The Scheme Manager may witness your signature on a will, but in this case they are not concerned with the contents of the will.

Please also note South Lakes Housing does not insure your home contents (Tenants' Handbook Section 12). You should make sure that you have adequate insurance to cover all of your personal belongings.

12. PETS

Because the type of accommodation in sheltered housing varies from scheme to scheme, the rules on the keeping of pets also varies.

It will always be possible to keep small pets such as caged birds or fish. If you live in a flat which you enter from a shared corridor or stairway, you will not be able to keep a cat or dog.

If your home has a separate entrance then you may be able to keep a cat or dog, depending on the individual scheme. In certain circumstances we will allow new tenants to bring a cat or dog with them on the understanding that they do not replace them in the future.

If you are in any doubt on the subject, or need advice, please contact your Scheme Manager or Housing Officer. Please also let your Scheme Manager know what arrangements you have made for your pets if you go away or into hospital.

13. GROUNDS MAINTENANCE

Most of the grounds surrounding sheltered housing are maintained by South Lakes Housing. However, some homes have their own gardens which the tenant will be responsible for maintaining. If you are in any doubt about who is responsible, ask your Scheme Manager for advice.

8. COMMUNAL FACILITIES

The communal facilities available vary from scheme to scheme:

a) Communal Lounge

All sheltered housing schemes have a lounge with a kitchen which can be used as an informal meeting place or for organised social events. More details are given in Section 9 of this booklet "Social Activities".

b) Guest Room

Some schemes have a guest room where visiting friends and family can stay. A small charge is made for this, and you may have to provide your own bedding and towels. You will also be responsible for making sure that the guest room is left clean and tidy.

You can book the use of the guest room with the Scheme Manager. Visitors of tenants who are ill or in need of support will take priority.

c) Laundry

Laundry facilities are provided at a number of schemes. The Scheme Manager will explain how to use the machines. The use of these facilities is included in the Amenity Charge. There may be a booking or rota system to ensure that the use of the facilities run smoothly. Please ask your Scheme Manager about this.

d) Hairdressing Room

A few schemes have a hairdressing room for visiting hairdressers to provide a service. Your Scheme Manager will be able to tell you about any arrangements that are in place.

9. SOCIAL ACTIVITIES

South Lakes Housing hopes that the fullest possible use is made of the lounge and encourages tenants to use it as often as they wish. The use of the lounge is open to all.

South Lakes Housing encourages all schemes to have a residents committee to run social events. The Scheme Manager may also organise activities or trips. These will be open to all to join in. The Scheme Manager will be able to give you details of any regular activities which take place at your scheme, and will let you know how you can get involved in the social committee if there is one.

9. TENANT PARTICIPATION

South Lakes Housing encourages all its tenants to have a say in how the housing service is run. You can become involved by joining a Residents' Association to make sure that your voice is heard.

You can get more information on how the Council involves its tenants from your Scheme Manager or Housing Officer.

10. TELEVISION LICENCES

Everyone aged 75 or over is entitled to a free licence. In addition, some tenants of sheltered housing are eligible for a concessionary TV licence. This costs £5.00 per year. The rules which say who is allowed a concessionary licence are quite complicated and have changed from time to time in the past. Your Scheme Manager will be able to tell you if you are eligible. If you are, then the Scheme Manager will also collect the licence fee from you each year.

South Lakes Housing / the Council do not set the rules on who gets the cheaper licences and cannot alter them. If you have any queries you can contact:

TV Licensing
Barton House
Bond Street
Bristol
BS98 1TL

If when you move in you find that you are eligible for cheaper licence but have paid the full price in your previous home, you may be able to claim a refund. Please contact your Scheme Manager to discuss.