



Sheltered Housing Agreement



2008



District-Wide Sheltered Housing Agreement

*An agreement between South Lakes Housing, South
Lakeland District Council and its Sheltered Housing Tenants*

Foreword by the Sheltered Housing Service Improvement
group

*The Sheltered Housing Service Improvement Group would like to thank all
tenants for giving up their time to contribute to this Agreement which has
been put together by talking to as many sheltered housing tenants as
possible.*

*We are confident that all the issues raised by tenants have been addressed
but this document sets out ways in which additional issues can be raised.*

*A monitoring and review procedure has been put in place to check that this
Agreement is working and that the actions identified implemented.*

Brenda Gray, Housing Portfolio Holder:

Margaret Pritchard, Chair Tenants' Committee:

Mary Dowling, Chair SLH Board:

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1 What is a Sheltered Housing Agreement?

The Sheltered Housing Agreement (SHA) is a formal written document agreed between South Lakes Housing (SLH) and the residents of sheltered housing.

This agreement deals specifically with issues that are important to residents of sheltered housing. It aims to set out how SLH will

- inform,
- consult
- and involve residents

This agreement sets out the priorities for action within the schemes, details of the service provided and the standards that you as a resident should expect.

2 Living in sheltered housing

‘Sheltered housing is specially designed accommodation for senior people’.

SLDC owns thirteen groups of sheltered schemes of secure affordable housing. These are managed by South Lakes Housing.

There are variations between the sheltered housing schemes, but mostly they provide the following features:-

- Self-contained flats with their own bathrooms and fitted kitchens
- Communal facilities such as laundry rooms, communal lounges, gardens and guest rooms
- Security and safety features

3 What are the benefits of sheltered housing?

The benefits of living in sheltered housing are many and include:

- Good quality housing
- Having your own front door and the independence that brings
- Company when wanted, privacy when it isn't
- A sense of security and peace of mind
- Remaining part of the community
- A 'home for life' wherever possible with care and support adjusted to changing need

Each scheme is individual and therefore facilities vary from scheme to scheme

This Agreement will

- Outline the services SLH provides and inform you how they can be accessed:
- Inform you of the levels of services that you should receive and give you the opportunity to say how they should be delivered
- State clearly the arrangements for monitoring services
- Explain what you can do if the services do not come up to standard
- Explain clearly the role of the Scheme Manager in terms of service delivery
- Improve accountability, clarity and openness about service delivery and the setting of standards;
- Promote partnership working to address specific issues
- Ensure full consultation on housing and support issues affecting the scheme
- Provide useful information on local services

This Agreement sets out:

- How you can be involved in the decisions that are made about your sheltered scheme
- Ways in which South Lakes Housing will keep you up to date with developments
- Opportunities to be involved in the decision making process
- How we will support participation

Support from SLH can provide a wide range of training opportunities including both practical and financial support.

4 How to get involved

We want to involve our residents in the way we provide our services. We aim to ensure that residents can be involved as much as they want. Choices for involvement range from simply receiving useful information through to being fully involved in making decisions.

There are a variety of ways of becoming involved in activities within your sheltered scheme. These are:-

4.1 Local Consultation

Sometimes we carry out an-depth consultation exercise in specific schemes. For example when carrying out developments or improvements to individual schemes we will ask you to be involved in the decision that are made. This may be through a local meeting, survey or a personal letter.

4.2 Training opportunities

To support your involvement SLH provides access to free workshops on a variety of subjects. These include charring skills; housing finance; disability awareness; fire safety. Training is free to SLH residents and leaseholders. We can also provide you with transport, a hearing loop or interpreter if required. All venues are fully accessible.

In addition we can help you access training courses run by a wide variety of external organisations. For more information, or to join our mailing list, contact the Community Tenant Participation Team on 01539 – 717714 or ask your Scheme Manager for more details.

4.3 Scheme Representative/Resident Associations

A scheme representative is someone who represents the interests and concerns of their scheme.

A scheme representative works to represent local people's views to SLH and to South Lakeland District Council; is a point of contact for the local Housing Officer and will be expected to help keep the people who live in their scheme informed of meetings and consultations.

A scheme representatives' role is to liaise with the Scheme Manager not to take on their duties.

Details of your scheme representatives or Association are displayed on the communal area notice board.

4.4 Sheltered Housing Service Improvement Group

This group is made up of:-

- Tenant representatives from sheltered schemes
- Members of Tenants' Committee
- Officers from SLH and SLDC

The role of the group is to:-

- Represent all tenants in the defined areas
- Improve the general environment
- Develop the community and comment on policies affecting Sheltered Housing

The group is continuously looking for volunteers or interested parties to join them from areas currently under-represented.

4.5 Estate inspections

Your Housing Officer/Scheme Manager will carry out inspections. Scheme representatives are also welcome to attend they will:

- Inspect the standards of cleansing to communal areas
- Inspect the standards of grounds maintenance
- Look for repair issues
- Monitor the general environment
- Look at health & safety issues
- Check for abandoned cars

Your Scheme Manager will produce a written report of the inspection and detail action points.

Copies of the report are given to residents who join the inspections as well as Tenants' Committee. This enables everyone concerned to monitor progress.

4.6 Other ways of being involved

You are also welcome to get involved in other areas of your community, SLH and our services, these include;

- A variety of service specific working groups
- Focus groups
- Surveys and questionnaires

For more information on how you can be involved in all aspects of SLH, please ask your Scheme Manager or contact the Tenant Participation Team.

Alternatively you can visit our website at www.southlakeshousing.go.uk

5 Sheltered housing service standards

Our Aim

'To enable residents in Sheltered Accommodation to live independently in their own homes, by providing support and facilitating access to relevant services'.

South Lakes Housing aims to provide a service which we can be proud of and that our customers will appreciate. We always welcome your views and comments about improving the service. We care about our customers and because of this we set standards that you can expect to receive from us. The Service Standards below detail what service you can expect from the Housing Support Team in the Sheltered Housing service.

5.1 Role of Scheme Managers

Each Scheme Manager (SM) will:

- Welcome new residents to the scheme and carry out inductions
 - (when on site) be available between 9 am and 1 pm and in combination with other hours may be on site up to 37 hours in any week.
- *If the Scheme Manager is absent, then the Mobile Scheme Manager (MSM) will be on site for two hours in any one day.
- Provide a daily intercom call or personal visit to each tenant if requested; (time and frequency by mutual agreement).
 - Produce a Support Plan for each tenant.
 - Facilitate access to external agencies and advise residents on the availability of services e.g. local facilities, Social Services, Care agencies etc
 - Liaise with hospital staff and/or family regarding residents' well being and assist in the return back to the scheme
 - Provide temporary higher levels of support following an emergency, assessed on a case-by-case basis
 - Try to attend an emergency as **quickly as possible** and will use their experience and expertise to assess individual circumstances
 - Liaise with SLDC and SLH
 - Facilitate scheme social activities and actively encourage resident involvement
 - Log all activities on site
 - Ensure the health and safety of residents, staff and visitors to the site
 - Test alarms and pendants and update residents personal details/Support Plans on a quarterly basis

5.2 Scheme Managers do not provide:

- Personal care, lifting and manual handling or administering medication
- Shopping, cleaning, washing and ironing services
- Handling money and collecting prescriptions

5.3 Treating People with respect and dignity

SLH is committed to Equal Opportunities and respecting the privacy of all individuals.

The Team is committed to high levels of tenant confidentiality

The Team will treat all residents with respect and dignity and expect this to be reciprocated

All staff are committed to the SLH service standards

5.4 Social activities

Many residents get together to arrange leisure activities within their schemes. This is something your Scheme Manager can help with.

Social activities can include:

Talks from external speakers/groups
Quiz nights
Fish & Chip suppers
Chinese, Indian or Pizza nights
Coffee mornings
Tea afternoons
Day trips
Bingo
Cheese and wine evenings
Crafts
Dominoes, cards, Scrabble

5.5 Lock outs

If any sheltered housing resident locks themselves out of their property (between the hours of 9 am – 5 pm) a Scheme Manager will gain entry for them. If keys are lost they residents will have to purchase replacements in the usual way. If the lock out occurs out of hours, residents should press the alarm call button, this will connect to Control Centre who will contact one of the Out of Hours Mobile Scheme Managers to attend and gain entry.

6 Your responsibilities

The responsibility for looking after your home is a joint one. SLH are responsible for most of the repairs but you are responsible for items as detailed in the Tenants' Handbook

6.1 Reporting a repair

You can report a repair through your Scheme Manager.

It is your responsibility to report repairs to SLH. You can report a repair in person, at your local housing office or in writing. You can also phone the hotline on 0845 057 0080.

Alternatively why not report your repair on-line www.southlakeshousing.co.uk

6.2 When you report a repair please tell us the following details:

- As much information as possible about the repair
- What has happened as a result of the problem

- When we can call to do the repair. If you require an appointment you will be offered either morning or afternoon, Monday to Friday (excluding Bank Holidays).
- Your daytime phone number, if applicable

Hotline 0845 057 0080

Gas escapes 0800 111 999

Email: info@southlakeshousing.co.uk

Website: www.southlakeshousing.co.uk

6.3 Home Contents Insurance

Many people believe that the Council automatically insures the contents of their home. This is not the case. It is your responsibility to make sure you have insurance for the contents in your home.

The council's insurance covers the building you live in, but not your own belongings (such as furniture, carpets, curtains and personal items). It does not cover the internal decoration of your home if it is damaged by fire, flood etc.

We strongly recommend that you take out home contents insurance as we cannot help you if your personal items are damaged.

SLH makes it easy for you to insure your belongings under a special household contents insurance scheme. The insurance is arranged with Royal & Sun Alliance, and is available to tenants and leaseholders of South Lakes Housing.

Application forms are available from your Area Housing Office or alternatively please contact SLH on 0845 057 0080.

7 Environmental Service Standards

The grounds maintenance services that you receive are provided to you by SLDC. However they are monitored by SLH and we are keen to encourage residents to become involved in monitoring these services too. After all, who knows better than you monitoring the services as to what is happening on your scheme?

To help with this please contact your Scheme Manager or your Housing Officer.

7.1 Grass cutting and grounds maintenance

The service standards our customers can expect are:

7.1.1. Grass

- That grass cutting will be carried out in a safe and professional manner
- That we will endeavour to cut grass areas when required between April and October, subject to weather conditions
- That any cuttings which fall onto paths will be swept or blown back onto the grass area by the end of that working day
- That areas planted with drifts of bulbs will be cut around until the bulb foliage has died down. Approximately six weeks after flowering all bulb foliage will be cut and removed
- That a limited program of edging grass areas adjacent to footpaths will be undertaken during the winter months, in consultation with South Lakes Housing

7.1.2 Planted areas

- That weeds in rose and shrub beds will be controlled by hand-weeding, mulching and chemical control. Any litter within the planted area will be removed at the time of visit
- That rose bushes will be pruned during the autumn and spring seasons
- That during the summer period dead flower heads and suckers will be removed from rose bushes
- That rose and shrub beds will be inspected annually in order to ascertain a refurbishment program for the following winter period. This will be agreed in consultation with SLH

7.1.3 Hedges

- All hedges will be cut twice a year in June/July after the birds' nesting season and again in October/November

7.1.4 Trees

- The request for inspection of trees will be carried out on the instructions of the Housing Officer

7.1.5 General Maintenance

- That leaves will be cleared and removed from areas of sheltered housing during the winter months.

7.2 Communal cleansing service

These are the Service Standards you can expect to receive:

Routine Cleaning to Common Areas

The Scheme Manager will ensure the following standards are maintained

1. That cleaning will be undertaken on the specified days
2. That walls, doors, stairs areas shall be spot cleaned as necessary, to remove dirt, dust, litter, liquids, and foul odours and that cobwebs are removed from ceilings
3. That outside areas will be scavenged and all litter removed
4. That bin store areas will be tidied and disinfected as necessary
All non carpeted communal areas swept/mopped on a regular basis
5. All carpeted communal areas including guest rooms and kitchens are vacuumed and dusted on a regular basis
6. Laundries and lifts are clean
7. All litter bins are emptied
8. All fittings in communal bathrooms and toilets are clean and dry
9. Ensure that all consumables (toilet paper; soap; towels etc) in communal toilets and bathrooms are replenished
10. All internal glazing is washed and leather dried

8 Putting things right

We always try to provide the best service we can. However, if you are not happy with the service, contact the Housing Support Manager at South Lakes Housing, telephone 01539 717725.

You can make a compliment, comment or complaint in person, on the phone, via email or by writing to us. Alternatively you can contact the Housing Manager based at Little Aynam House, Kendal.

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Pode obter uma cópia deste documento em vários formatos, como por exemplo em Braille, áudio, ou numa outra língua. Para tal ligue para o 0845 057 0080.

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