

# Sheltered Housing

The Council provides sheltered housing residents with high-quality support tailored to individual needs to enable residents to live as independently as possible.

## To do this we will:

- Sign your new tenancy with you and tell you all you need to know about your new home and the sheltered housing scheme facilities.
- Carry out a settling in visit within four weeks of you moving into your new home.
- Complete a support plan and ensure you are provided with the level of help you need.
- Review your support plan annually, or sooner if your needs change.
- Promote independence and choice.
- Give you the option to receive daily welfare contact.
- Give you access to an emergency alarm system, including a weekend and out of hours service.
- Provide communal facilities and encourage resident led social activities throughout the year.
- In the absence of family or friend assist you in gaining urgent prescriptions issued by GP's.
- Test all pull cords and pendants on a quarterly basis.
- Test communal area fire alarms weekly and test communal lifts every month.
- Carry out communal area risk assessments quarterly.
- Run communal waters weekly and temperature test every month.
- Run void property waters weekly.
- Access homes to check on residents' wellbeing in emergency situations. If we access your home a card will be left to say a Sheltered Housing Officer has called.
- Accept a representative or advocate raising an issue on your behalf, providing you have given consent.
- Tell you how to make a complaint if you are not satisfied with the service that you have received from us.
- Arrange and lead three or four scheme meetings a year.
- Clean all external windows four times a year.

## OUR SERVICE STANDARD

# Sheltered Housing

- Ensure that tenants are kept informed and have access to information in respect of their rights and choices of service delivery, by newsletter, meetings and consultation.
- Consult and work with residents to continuously improve, develop and shape the services you receive.
- Report how we perform in various ways including on our website and regular newsletters.
- Be committed to protecting your personal information in line with the Data Protection and Privacy Rights guidance published on our website.
- Aim to get things right first time.
- Listen and act on customer feedback.
- Always be courteous, helpful and ensure you are treated fairly and with respect.
- Wear identity badges and introduce ourselves to you in a polite and professional manner.

## **We ask you to:**

- Ensure that the Sheltered Housing Team can always gain access to your home via their master keys and that no chains or bolts are to be fitted to your door.
- Inform the Sheltered Housing Team when you are going away and inform them on your return that you are home.
- Keep the Sheltered Housing Team informed if your situation changes including medical details, your telephone numbers and your emergency contacts so that we can provide an effective service.
- Respect the rights of Council staff to carry out their duties free from harassment or abuse.
- Report any repairs that you feel are necessary in your home or communal areas.
- Respect your neighbours right to privacy and quiet enjoyment of their home.
- Not smoke or allow any visitors to smoke in communal areas of the scheme.
- Seek our permission before carrying out any alterations or additions to your home.
- Adhere to your Tenancy Conditions, Fire Safety and Communal Area policies.

**To contact the Sheltered Housing Team you can:**

**Telephone: 01255 686888**

**Email: [shelteredhousinghub@tendringdc.gov.uk](mailto:shelteredhousinghub@tendringdc.gov.uk)**