

scheme manager's telephone except in emergencies.

COMMUNAL GARDENS

Shared gardens are for all tenants to enjoy. Origin are responsible for looking after them, but at some schemes tenants have formed gardening clubs and 'adopted' tubs or areas of the garden.

PARKING

Some car parking is provided for tenants' private cars or light vans. Please be considerate in the way you park your vehicle. If you want to park heavy vehicles, or any other sort of vehicle then you must get our written permission first. Parked vehicles must be licensed and road-worthy. You may do essential minor repairs to your car in the car park but we do not allow spray equipment or power tools.

CARE OF YOUR HOME

CLEANING

We will clean the lounge and shared areas. It is up to you to keep your flat and your windows clean.

RE-DECORATING

We will re-decorate the inside of your flat at least once every seven years.

PRIVATE GARDENS

If you have a private garden you must keep it tidy. Please get our written permission first if you want to put up a garden shed or other fixtures, or use your garden to park your car.

CENTRAL HEATING AND HOT WATER

All flats have a heating system which may be a communal or individual gas boiler or Economy 7 heaters. The scheme manager will be happy to advise you on how to control the heating in your flat. The scheme manager may also

be able to arrange for a home adviser from the gas or electricity company to visit you and advise on how to get the best from your system and keep running costs down.

If you wish to provide extra warmth you may provide your own electric heater, but for safety reasons we cannot allow calor gas or paraffin heaters.

INSURANCE

We insure the structure and fixtures of your home against fire, flood and burglary. We do NOT insure your personal possessions. For example, we do not have to pay you anything if a flood from an upstairs flat ruins your furniture, carpets or decorations.

We strongly advise you to insure the contents of your home against fire, flood and theft and to arrange cover for accidental damage, such as broken windows, caused by your household or visitors. We can access low cost personal possessions insurance on your behalf, should you be interested, then please ask your scheme manager.

Insurance companies give free quotations and most accept payments by instalments.

SAFETY IN YOUR HOME

SECURITY

Good security helps everyone.

All our staff carry their own identification card with a photograph when they visit your home. If anyone calls claiming to be a representative of Origin, always ask to see their identification. If in doubt do not let them in and immediately contact the area housing manager or the head office or the police.

- Please keep the front door of your flat locked and close your windows before going out
- Only give a copy of your key to someone you are sure you can trust
- Do not fix an extra bolt, chain or lock to your front door. This makes it hard for the scheme manager to get to you in an emergency
- Don't let anyone into your home without proof of their identity and business
- Don't let anyone other than your own guests into the building
- Before you go to bed, lock doors and secure any windows on the ground floor, near drain pipes or flat roofs
- Never leave cash or valuables lying around

If your home has been broken into, make sure you tell us as soon as you can. We will make your home secure and do what we can to help.

USE OF THE MASTER KEY

We respect your privacy at all times. The scheme manager has a master key or copy key but he or she will only enter your home:

- By invitation
- With your permission if you are away and we need access to your home – for example to carry out repairs
- In an emergency

Please do not fit extra locks to your front door or leave the key inside the lock, as this may make it difficult to get help to you in an emergency.

SPARE KEYS

Keep a spare key for your home in a safe place. If you lose your key you will have to pay for replacing the lock and key and for any damage caused by gaining entry. Do not label your key with your address.

FIRE PRECAUTIONS

All our housing meets fire regulations and a fire alarm system has been installed in communal areas. We are gradually installing smoke detectors in each flat. Detectors are linked to the emergency call system and will automatically alert the scheme manager or Central Control who will call the Fire Brigade.

To protect yourself and your guests, please make yourself familiar with the fire precautions for your building.

What Retirement Housing does not provide:

- Nursing or personal care services
- Help with your medication
- Personal shopping or cleaning
- Providing transport for you
- Collecting prescriptions for you (except in an emergency, when no-one else is available)
- Collecting your pension for you
- Handling your personal money, or giving you financial advice
- Helping you make your will (scheme managers are not allowed to give advice about tenants' wills, nor to act as witnesses or executors).

Living in retirement housing

Origin Housing provides around 750 units of retirement housing for older people. Most of these schemes have managers on site called scheme managers.

Scheme managers are the Association's staff representatives in our retirement housing. They report to the area housing managers. Area housing managers are responsible for several schemes over a geographical area. You may have some direct contact with them on some issues but in most cases the person to deal with is your own scheme manager.

WHAT YOU CAN EXPECT FROM YOUR SCHEME MANAGER

S/he should be:

- Acting as your first point of contact for most issues
- Giving a rapid and appropriate response when you use the emergency call system
- Making daily checks to make sure that you are alright (unless you have requested otherwise)
- Looking after the general running of your building, including safety, security repairs etc
- Keeping you informed – about your scheme, Origin activities, and other matters
- Keeping Origin informed about your views
- Dealing with any complaints about your scheme or Origin

- Helping you get support from outside agencies if you need it
- Encouraging social activities
- Taking guest room bookings
- Respecting your privacy, confidentiality and independence
- Drawing up your support plan along with you
- Consulting with you on issues affecting the running of the scheme.

WHAT YOU CAN DO TO HELP YOUR SCHEME MANAGER

- Talking to them directly about any problems or suggestions you may have
- Keeping them informed (e.g. if you are going away, if you have any particular medical problems, if you have someone staying with you)
- Keeping them up-to-date with the names and addresses of anyone they might need to contact on your behalf (e.g. your GP, relatives, close friends)
- Respecting their privacy (and that of their family) and their right to free time while off duty
- Not being afraid to use the call system in emergencies – but please don't use it as an intercom or phone when you just want to talk to the scheme manager about something.



WORKING HOURS

Scheme managers, whether resident or non-resident, are on duty for a specified period each day. Their working hours vary from scheme to scheme; you will be told what the hours are for your scheme manager. When not in the office, the scheme manager will usually be somewhere on the premises throughout normal working hours. If they have to go out, they will put a notice on the office door saying when they expect to be back.

MAKING SURE THAT YOU ARE ALRIGHT

Your scheme manager will normally contact you at some point every morning, to ensure that you are well and to check whether you need any help. This is an important part of the manager's duties. If you do not want them to contact you in this way, you must ask them in writing to do so.

IF YOU NEED ANYTHING

For general, non-emergency problems or information, you can talk to your scheme manager at any time during working hours. If it is an emergency, use the emergency call system.

EMERGENCY CALL SYSTEM

If you use the emergency call system during the manager's working hours, and the manager is anywhere on duty on the premises, they will respond immediately – e.g. to get medical assistance, or arrange emergency repairs.

When the manager is off duty (or if they are on duty but have had to go out), your call will be switched through to Central Control. We give Central Control all the information they need to enable them to deal with the call (e.g. details of what to do and who to contact

in different kinds of emergency). In addition, during your scheme managers' working hours Monday to Friday, you can contact your area housing manager.

PLEASE NOTE: Do not hook up the alarm pull cords to get them out of the way; remember, you need to be able to get hold of them easily in an emergency. You must not cut them off. If you damage the cords you will have to pay for them to be replaced.

IF YOU NEED REPAIRS TO YOUR FLAT

If it is an emergency, contact your scheme manager straight away (or, if the manager is off duty, use your alarm call to contact Central Control). A contractor will be called out as quickly as possible.

Non-emergency repairs should be reported to your scheme manager during working hours. The scheme manager will make the necessary arrangements for the work to be carried out.

ACCESS TO YOUR FLAT

Your manager has a master key to all the flats in the building, but will never use it without your permission, except in an emergency.

Your manager will be happy to help you make arrangements for a contractor to get into your flat to do repairs. If you cannot be there, you can ask the scheme manager to let someone in, in your absence – but only on the understanding that they cannot accept responsibility if there are any problems. It is always best to be there yourself, if at all possible.

IF YOU NEED EXTRA HELP

The scheme manager is not there to provide services such as personal care or help with your cleaning, cooking, medication, etc, but if you want help they will speak to social services, health services or voluntary agencies on your behalf (e.g. meals on wheels, GPs, hospitals, home help, care workers, etc). If you think you need aids or adaptations to your home (e.g. a walk in shower), the scheme manager will help you to put in an application, including making arrangements with an Occupational Therapist to assess your needs and support your application.

The scheme manager will also respect your wishes if you refuse offers of help.

SUPPORT PLANNING

Shortly after you have moved in, the scheme manager will contact you to make an appointment to complete a support plan with you. A support plan is a document that records details of any support needs that you may have, that are met by the scheme manager, and other agencies. Your scheme manager will explain this in detail when you meet.

KEEPING YOU INFORMED

The scheme manager will keep you informed about the amenities, facilities and activities at your scheme, and explain the emergency call system, fire alarms etc. From time to time, they will pass on information from Origin. Keep an eye on the notice board, and if there is anything you are unsure of – especially if it is about what to do in an emergency – please ask!

The scheme manager can also help you find out about other things, such as

local amenities, or support services that you might be able to apply for.

MAKING YOUR VIEWS KNOWN

Origin Housing welcomes the views of tenants, and one of the easiest ways to make your views known is through your scheme manager. If you have any comments or ideas for improvements – about your building in particular, or about Origin in general – talk about it with your manager. Origin is keen to know the views of its tenants and employs and Community Development Worker to help tenants set up and run tenants associations and meetings.

SUGGESTIONS AND COMPLAINTS

If you have any suggestions you want to make, or anything you want to complain about – whether it is to do with your building, or Origin in general – start by talking it over with the scheme manager. Most complaints can be dealt with informally in this way. If the scheme manager cannot resolve the problem directly, they will draw it to the attention of the area housing manager. (If however, you prefer not to raise the matter with your scheme manager, you may contact the area housing manager directly).

The complaints procedure gives details of how to make a complaint, and who to contact.

SAFETY AND SECURITY

The scheme manager is responsible for the security of your building, and for making sure that shared areas are as safe as possible for tenants. They are expected to carry out regular tests of all alarms, systems and equipment in the scheme.

LOOKING AFTER COMMUNAL AREAS

The scheme manager is responsible for identifying any repairs needed and arranging for them to be done. He or she will keep a check on the condition of furnishings, equipment, etc and notify the area housing manager if replacements are needed. The scheme manager will make sure that fire doors are kept closed (except those which close automatically in a fire). He or she will oversee the work carried out by cleaners and gardeners and report any problems in standards to the area housing manager.

If you notice anything in the communal areas that you think needs attention, tell the scheme manager about it.

SOCIAL ACTIVITIES

Scheme managers encourage tenants to organise and to take part in social events in the communal lounge or garden. Let your scheme manager know if you are planning an event. If you need help with organising things, they will try to assist or facilitate.

RENT COLLECTION

Tenants are encouraged to pay their rent by Standing Order or Swipe card.

The scheme manager will ensure that you have the correct forms to enable you to do this.

Please note that scheme managers cannot accept cash or cheques due to security risks.

GUESTS

If you are having visitors to stay who want to book the guest room, contact your scheme manager, who will make the booking arrangements and tell you if there is anything you will need to supply for your guests (e.g. bed linen

or towels). You should pay the scheme manager.

FACILITIES IN RETIREMENT HOUSING COMMUNAL LOUNGE

The shared lounge is available for social and recreational activities or simply as a place to meet, chat and get to know your neighbours. If your scheme has a lot of activities you may need to book the lounge with the scheme manager.

By law Tenants can not now smoke in internal communal areas.

LAUNDRY

Most schemes have a laundry, although you may not be able to use it at certain times to avoid disturbing others. The scheme manager will show you how to use the machines.

GUEST ROOM

Close friends or relatives can stay in the guest room for up to a week for a small charge. If you want to book the room please give the scheme manager as much notice as you can. Priority is always given to visitors of a tenant who is seriously ill. On these occasions the scheme manager may ask another visitor to give up the guest room. Please make sure the room is clean when your visitor leaves.

SHOWER

Many schemes have a shower room for residents and overnight visitors.

TELEPHONE

If you would like your own telephone it is usually easy for you to install one. In some schemes there is also a coin box telephone. Please ask relatives and friends not to contact you through the