

HAMMERSMITH UNITED CHARITIES

Residents' Handbook

Sycamore & John Betts' Houses

August 2008

**REGISTERED CHARITY No: 205856
HOUSING CORPORATION No: 1789**

HAMMERSMITH UNITED CHARITIES (H.U.C.)

FOREWORD

This handbook provides you with information about occupying your Almshouse flat and about H.U.C. and its management. It supplements and explains the rules and regulations set out in the Letter of Appointment all residents are asked to sign when they are appointed. The Charity's Governing Instrument can be seen by any resident in the office of the Clerk to the Trustees. The Trustees hope that the information this book provides will help you and hope you have a long and happy time with us.

KEY CONTACTS

Chair Mrs. Susan Glass MBE

Other Trustees

Mr Michael Smith
Mr. Stephen Burke
Mrs. Angela Clarke
Ms Maggie Burgess
Mr. Christopher Hammond
Cllr. Adronie Alford
Cllr Eugenie White

Miss Elaine Ashton
Mrs. Sarah Burrell
Mr John Howard
Revd. Simon Downham
Mr. Julian Hillman
Mr John Little

Wardens

Sycamore House (SH)	Joye McNamara	office 020 8743 5395
John Betts' House (JBH)	Jill Hampson	office 020 8749 5331
Relief Warden	David Murphy	

Administration

Clerk to the Trustees	Stuart Sessions MBE	office 020 8746 2396
Clerk's Office	Gloucester House, Sycamore Gardens, London W6 0AS	020 8740 6700 fax 020 8749 3850
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RESIDENTS' HANDBOOK

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CHAPTER ONE

HISTORY OF THE CHARITY, GOVERNANCE AND POLICIES

1.1 A brief history of Hammersmith United Charities

In 1618, Dr Thomas Edwards gave £100 to the poor of Fulham to buy them lands. Two years later, in 1620, Bishop John King, the then Bishop of London (after whom the main street in Hammersmith is named) donated £20 for a similar purpose. These two sums were added together and Dr. Edwards and Bishop King's Fulham Charity was established. Much later, in 1834, the hamlet of Hammersmith became a separate parish to Fulham and, in 1863, the Charity Commissioners ordered that the income and assets from the combined Charities of Dr Edwards and Bishop King should be divided equally between a Fulham and Hammersmith branch - the latter being the "root" of Hammersmith United Charities.

Other benefactors in the 17th Century, each of whom established his or her own individual Charity, include Edward Latymer (1624), William Payne (1626), Thomas Iles (1635), Thomas Collop (1645), Nathaniel Dauncer (1656) and Sir Nicholas Crispe (1665). In the 1700's, Charities were established by Sarah Goudge (1759), John Powell (1773) and Henry Webb (1793) and, in the 1800's, by the Waste Land Almshouses (1810), John Brown (1822), Peter Brown (1833), Mrs Harriet Clancy (1844), Dr John Betts (1859) and William Smith (1865). In the early 1900's, bequests were made by Ellen Graves (1932) and Maria Eliza Morris (1948).

Whilst the terms of the benefactors' wills were different, the general thrust of each was for the care and well-being of the elderly poor of Hammersmith and, in June 1923, the Charity Commissioners decreed that all the then individual Charities should amalgamate, under the title of Hammersmith United Charities. Subsequent governing trust instruments were issued in 1932, 1958, 1970, 1981 & 1982. In 1992, the Trustees applied to the Charity Commissioners for the addition to our objectives of the provision of an "Extra Care" branch and this request was incorporated in the Trust Deed of 14th July, 1992, the Charity's current governing instrument. Hammersmith United Charities are the legal administrators of the various bequests and charitable gifts made by public-spirited men and women since 1618 and it is their responsibility to provide homes for some of the poor and less fortunate inhabitants of Hammersmith.

To this end, Sycamore House, in Sycamore Gardens, was built in the 1950's to provide 40 flats on land bought on favourable terms from Hammersmith Borough Council. H.R.H. The Duchess of Gloucester officially opened sycamore House on 9th June, 1955. In the mid 1980's, the 24 bed-sitting room flats (bed-sits) were up-graded to provide a separate bedroom and sitting room, to match the other 16 original flats. Now, in the early 21st Century, Sycamore House has 28 individual flats, plus a smaller Guest flat and a Warden's flat, together with a large Residents' Hall, recently refurbished, and laundry facilities.

During the early 1960's, John Betts' House, in Rylett Road, was constructed as a 2 storey rectangular building around an enclosed garden, as a replacement for 2 large investment properties owned by the Charity. When opened in 1964, John Betts' House provided 35 residential flats of which 11 had separate bedrooms and sitting rooms, with the other 24 being bed-sits.

During the mid 1980's, Gloucester House, our Frail Care home, was conceived and constructed as an "in-fill" between the two wings of Sycamore House. The opening ceremony was conducted by H.R.H. The Duchess of Gloucester – the daughter-in-law of the Duchess of Gloucester who opened Sycamore House – on 15th September, 1987.

Gloucester House has 19 rooms for residents in need of full, domiciliary care. 24-hour cover is provided by the Care Staff, under the supervision of our Care Manager.

During the late 1990's, the Trustees undertook extensive refurbishment to John Betts' House, at a cost of over £4m, by adding a third floor and converting all but one of the beds into larger units comprising bedroom, sitting room, bathroom and hall, to give a total of 39 flats, with a Guest flat and flats for the Warden and the Relief Warden. The Residents' Lounge was also enlarged to provide a pleasant sunny room, large enough to seat all the residents at the annual Christmas dinner, and a kitchen/office built off it. The refurbished building was opened on 28th September, 1998, again by The Duchess of Gloucester.

Both residential complexes have the benefit of large, attractive, enclosed and well-maintained communal gardens that provide the residents with that essential peace and tranquillity which is so rare in the modern urban environment.

1.2 Constitution

H.U.C., a non-profit making charity, is run in accordance with its Governing Instrument, a Scheme from The Charity Commissioners dated 14th July 1992.

1.3 Charitable Purposes

Under the terms of the Governing Instrument, H.U.C. has three main charitable branches:

- i. **Almshouse Branch** – the provision of sheltered Almshouse accommodation for the elderly poor of the former Metropolitan Borough of Hammersmith (the “area of benefit”);
- ii. **Extra Care Branch** – a frail elderly Residential Care Home for former residents of the Almshouses and others, nominated by LBH&F, from the area of benefit;
- iii. **Relief in Need Branch** – to apply surplus income to relieving need, hardship or distress by making grants of money to residents of the area of benefit.

1.4 Trustee Body

The Charity is administered by voluntary Trustees. The current Governing Instrument stipulates a total of 19 Trustees [one ex-officio – the Vicar of St. Paul's, Hammersmith - ten nominated by the Local Authority, one nominated by the Latymer Foundation and seven co-opted from the local community]. Day-to-day management is delegated to, and carried out by, the Clerk to the Trustees, the Care Manager and the Wardens.

1.5 Almshouses (or Homes)

Hammersmith United Charities provides unfurnished sheltered dwellings, known as Almshouses, specially designed with the needs of older people in mind. The aim is to provide convenient and comfortable accommodation in a setting that allows residents to come and go as they please. Almshouses provide security and residents are encouraged to make friends and share a wider social life through use of the communal lounge and the other available facilities. Our Almshouses have wardens who visit every resident every day and an emergency call system in each flat. The call system is linked to the warden when they are on site and, out of

working hours, to the “Careline” response service. In an emergency, such as sudden illness or after a fall, any resident can get help quickly any time.

There are two almshouse sites, Sycamore House and John Betts’ House. **Sycamore House**, which shares a site with Gloucester House, our Residential Frail Care Home, has 28 Almshouse flats (some of which are suitable for couples), a guest flat, accommodation for warden staff and offices for the Charity.

John Betts’ House has 39 Almshouse flats, some of which are suitable for couples, a guest flat and accommodation for warden staff.

Both sites have common rooms and gardens available for the enjoyment of all residents and where community and social events are held.

As well as encouraging residents to remain as independent as possible, the Charity is keen to foster a strong, supportive sense of community among all its beneficiaries, staff and trustees. Ideas for and help with any social activities are always very welcome.

CHAPTER TWO

HEALTH AND SAFETY

2.1 Call System

You will be shown how to use this when you move in. When the warden is on duty, he or she will take emergency calls. At all other times, the call system is switched through to Careline who provide a response service, which is staffed 24 hours a day throughout the year.

Please DO

- use the call system by day or night to get help for a sudden illness or accident.

Please DO NOT

- use the alarm to make normal contact with the warden
- **tie up the pull cords** or leave the alarm button on your bedside table - if you need help, it may be out of reach.

2.2 Fire Precautions

Residents are required to comply at all times with fire regulations. A fire alarm has been installed with fire and smoke detectors in each flat, hallway and the residents' lounge.

When you hear the fire alarm or notice obvious signs of an outbreak of fire, please evacuate the building by the nearest route to the fire assembly point. Do not attempt to put the fire out or to collect personal belongings. Stay calm and help other residents to leave the building.

Please ASK

- what to do if the alarm rings
- what to do if you discover a fire

Please DO

- dispose of smoking materials safely

Please DO NOT

- wedge fire doors open; they prevent fire and smoke spreading only when shut
- leave pans (especially chip pans) unattended
- attempt to fight any fire.

LEAVE THE PREMISES IMMEDIATELY shutting the door behind you.

Please make sure you know the location of fire points and can find them in the dark. The fire assembly points, for both Almshouses, are:

IN THE MIDDLE of the COURTYARD GARDEN

The warden will arrange for a fire drill from time to time, it is important that you take part in these as requested.

2.3 Electrical Equipment Safety

All electrical items must be tested. It is the Trustees' policy to conduct a bi-annual PAT Test (Portable Appliance Test) on all electrical items in your Flat. All new residents will have their domestic appliances inspected visually and, if there is any doubt, such appliances will be subject to a PAT Test immediately. Your warden will arrange this and will give advance notice of the routine PAT inspection.

2.4 Electric Light Bulbs

Please do not use bulbs stronger than 60W in the ceiling fittings. Your warden holds a stock of 60W bulbs and will sell them to you at nominal cost. Using a higher wattage could constitute a fire risk. Residents will be liable for any damage caused by the use of incorrect bulbs.

2.5 Security

Please bear in mind the following:

DO

- **keep your front door securely closed at all times.**
- use the spy hole to identify callers **before** opening the door or use the chain, if fitted, to allow the door to open a few inches to identify callers.
- make sure the outside door closes properly behind you, whenever you enter or leave the Almshouse.

DO NOT

- allow strangers to enter your home, or the Almshouse, without proof of identity.
- Keep the door security chain permanently on

If you are in doubt, please call the Warden.

2.6 The Master Key to your Flat

The wardens hold a master key that can open your front door but it will only be used in an emergency or with your permission. You must not fit locks and chains as these may delay helpers in an emergency. Your warden, or the Clerk to the Trustees, may be able to advise on alternative security arrangements.

Your privacy will be respected. The warden has strict instructions only to enter your home:

- if you ask him or her to do so, or
- if you have given permission for work to be done in your absence, or
- in an emergency.

Extra keys are available from the wardens for a small charge, but residents are requested to keep good care of their keys. **Please remember to keep your front door securely closed at all times.**

2.7 Safety Precautions

When you take up the appointment and move into your Almshouse flat, your warden, will arrange training to cover:

- Action to be taken in the event of fire and other emergencies.
- Operation of all equipment in your home including call system, central heating and lift/stair lift, where applicable.

Further training will be given from time to time to update you.

2.8 Call System

The emergency call system connects all residents either to the warden, or in his/her absence from the site, to the Careline response service 24 hours a day, 365 days a year. Whoever answers will handle emergency calls for health, police and fire. In addition, any fire alarm is alerted straight to the Fire Brigade.

CHAPTER THREE

SERVICES PROVIDED

3.1 Wardens

Wardens watch over the health and welfare of residents without interfering in their lives or intruding on their privacy. The warden will call on each flat every morning and will speak to everyone to ensure all is well. If residents do not wish to receive a visit every day, they may be asked to sign a form of disclaimer. Where the Trustees feel there would be a risk to the health and welfare of the individual or other residents, they may have to insist that such calls are made as a condition of residence.

Wardens also look after the building. In an emergency, the warden will call for help on your behalf and notify your family and friends. At other times, the warden will help you to arrange for health care or social services such as home care or Meals on Wheels.

Please note that wardens do not provide personal care themselves, or fetch shopping or prescriptions, except in emergencies. However, they will advise you how you can get the help you need elsewhere.

The warden is on site, either conducting the round, assisting residents or in their office between 9 am and 2 pm Monday to Friday, is usually on site in the course of each afternoon. However, please respect his/her off duty time and privacy in his or her own home. Out of hours assistance is available by using the call system to contact Careline.

The Charity employs a gardener to keep the communal gardens looking at their best and a handyman to help fix minor problems. Please contact the warden to arrange for the handyman to visit you.

3.2 Communal Facilities

A common room is for the use of all residents and their visitors. At Sycamore House, this is called the Residents' Hall, whilst at John Betts' House, this is called the Residents' Lounge. Both rooms have Sky Television. It is for you and your neighbours to decide what sort of activities you wish to arrange and you may decide to form a residents' committee to do this. The warden will give help and advice if asked and should be kept informed of future plans as he/she is responsible for the room and needs to lock the doors at a prescribed time. Please note that, periodically, the Trustees may need the room to hold meetings.

The laundry is available to all residents, and to their carers. The warden will show you how to use the washing machine and dryer and will, if necessary, arrange times at which they will be available to each resident. Use of the laundry may be restricted so that you and your neighbours are not disturbed by noise. The machines are intended for residents' laundry only. Please consult the warden about the use of the drying areas.

3.3 Guest Flat

Each Almshouse has a guest flat, which may be available for a relative or friend visiting you for a short period (normally up to seven days). If you wish to make use of the guest flat, for which a small charge will be made, please let the warden

know as far in advance as possible. Sick resident's carers take priority. Bed linen and towels will be provided and all guests are asked to leave the flat as they would hope to find it.

3.4 Repairs and Decorations

The Trustees are responsible for both external and internal repairs and decoration to your home and the communal parts. Please report all necessary work to your warden, who will arrange with the Clerk for it to be carried out. You will be consulted in advance about arrangements for redecoration. You will be informed when the work will start and how long it is planned to take. Workmen will not normally be allowed to enter your home whilst you are out unless by prior arrangement with the warden. An exception will have to be made if an emergency arises or access is required to rectify an urgent problem. Please do not let anyone into the Almshouse unless you know who they are; when in doubt, call the warden.

3.5 Insurance

The Charity insures the buildings. Insurance of your own possessions is your responsibility.

Please do not keep more cash in your home than you need for your day-to-day expenses. Please put the rest in a bank or building society. Do not ask the warden to take care of money for you as he/she is not able to do so.

3.6 Television

A communal television licence will be bought on behalf of all residents. For residents over 75 years old, this television licence is free. For those over retirement age but below 75 years old, a concessionary television licence fee of £5 is payable and the cost of this will be recovered from you by your warden. You may not install your own aerial or receiver dish. Please **always** be considerate to your neighbours in the use of TVs, radios, stereos and musical instruments.

3.7 Cleaning

You are responsible for keeping your flat clean and tidy. If this is difficult, please tell the Warden who will help you arrange for cleaning help.

You are responsible for cleaning the inside of the windows in your flat, if you cannot do so safely, please contact the warden. The Trustees employ a window cleaner who cleans the outside of all windows and the inside of the windows in the communal parts.

The Trustees arrange for the cleaning of the Hall/Lounge and other communal areas, like the stairs and hallways and the cost of this may be borne by the Trustees.

3.8 Gardens

Our gardens have been laid out for the use and benefit of all residents. However, our Almshouses have areas which residents are encouraged to maintain themselves. The major work of grass cutting is the Charity's responsibility but, if you would like to help in the gardens, please ask the Warden. Window boxes and/or hanging baskets are actively encouraged and H.U.C. has a long tradition of winning prizes for our summer displays!

CHAPTER FOUR

TERMS OF OCCUPANCY

4.1 Letter of Appointment

All residents are asked to sign a Letter of Appointment when they move into their flat. As a beneficiary of an Almshouse Charity, you are not a tenant but occupy your flat under licence from the Trustees. However, the Trustees cannot ask you to leave unless there are exceptional circumstances, such as when you cease to be an eligible beneficiary of the Charity or do not comply with the terms of your Letter of Appointment. Rules are made for the benefit of all residents. Please comply with them.

4.2 Relatives and Visitors

The warden cannot take the place of your relatives or friends. We hope they will give you just the same support as they would if you were living in ordinary housing. With their help and co-operation, and support from Social Services, if necessary, we hope you will be independent for as long as you wish.

Your home has been specially designed as sheltered housing for older people and is not really suitable to accommodate extra people. This is why a guest flat has been provided. If you do have a friend or relative to stay with you, the warden **must** be informed in case of fire.

If you wish to have a relative or friend to stay for more than 7 consecutive nights or on a regular basis, please seek the Trustees' permission, via your warden, in advance. The warden needs to know who is in the Almshouses both for safety and for the security of the whole community. Please remember that you are responsible for your visitors at all times.

4.3 Absence from Home

If you go away, even for a night, please inform your warden or, in his/her absence, the Clerk to the Trustees. Should you decide to return home earlier than expected, please also advise the warden. Forms for notifying absence are available from the wardens.

If you wish to be away for more than 28 days in total in any one year, you must obtain the Trustees' prior permission, via the Clerk. Such permission will not be withheld unreasonably.

Please turn the thermostats on your radiators down to 2, but not off, whilst you are away.

4.4 Consulting Residents

The Trustees will hold meetings from time to time to discuss the running of the Almshouses with you and your neighbours. You can also talk to a Trustee or the Clerk to the Trustees in private by arrangement with the Clerk. Consultation and involving the residents in the day-to-day running of the Charity's Almshouses is a form of participation that benefits all concerned. Trustees welcome residents' views on matters affecting their quality of life at the Almshouses.

The Trustees will consult you:

- Before any work is done on your flat (except in an emergency) or on the Almshouse in general, if you are likely to be affected;
- Before making changes to the communal facilities, including the gardens;
- Before making changes to the amount of Weekly Maintenance Contribution which you pay;
- Before anyone is allowed to enter your home.

4.5 Weekly Maintenance Contribution (WMC)

WMC is due four weekly in advance. The preferred method of payment is by bank standing order, but you may pay in cash or by cheque. If you receive housing benefit, arrangements can be made for it to be paid to the Charity's account. You will be given a minimum of 1 month's notice of any increase.

The amount you pay covers part of the cost of running the Almshouse and includes repairs, modernisation and maintenance of the flats and the Almshouses.

The Charity bears the following costs:

- Salaries for the warden, relief warden, gardener & handyman
- Water and sewage charges
- Insurance
- Upkeep of the garden
- Cleaning of the communal areas
- Lighting of the communal areas
- Call system maintenance
- Lift maintenance (where appropriate)
- Laundry facilities
- All heating and hot water

You will also be responsible for paying your own Council Tax, telephone and domestic electricity consumption.

4.6 Housing Benefit

If your income consists of the basic retirement pension and you have little or no capital, you may be entitled to Housing Benefit to help you with your housing costs. To claim Housing Benefit, you should ask for a form at the benefits office in Glenthorne Road. If you have income in addition to your basic retirement pension (e.g. occupational pension) you may still be entitled to some help with housing costs. You may also be eligible to receive other benefits (e.g. Council Tax, disability benefits or pension credit)

Your warden will help if you are unsure of your entitlement or need help in completing the form. As all the WMC is for the maintenance and repair of the Almshouse, the whole charge should be eligible for Housing Benefit. If Housing Benefit is paid direct to the Charity's bank account, you will be responsible for paying the difference between the WMC and the amount of Housing Benefit received. Otherwise, you are responsible for paying the whole WMC each month.

4.7 Central Heating and Hot Water

This is provided free of charge to you as the costs are borne by the Trustees. Each flat has its own hot water cylinder and there are valves on each radiator, to allow you to adjust the temperature.

Free standing electric heaters and paraffin or calor gas heaters are not allowed, as they are dangerous and a potential fire hazard. If you have any concerns about the heating, please contact the warden.

4.8 Electricity Meters

You are responsible for paying for the electricity you use in your flat. Neither the meters, nor their locks and fittings, may be altered without first asking the Trustees' permission. If the supply is disconnected for any reason, please tell the warden or Clerk at once. Please ask the warden if a meter reading is required.

4.9 Businesses

The Trustees will not usually give their permission for you to carry out any form of business from your flat. Should you wish to do so, you may seek the Trustees' consent. They are particularly unlikely to grant this if they are concerned that there will be a large number of visitors to your home, or if the business is likely to affect the other residents. Please note that you may not give the Almshouse as your registered business address.

4.10 Moving Out

If you wish to move from your flat, you must give the Trustees written notice of at least 4 weeks. During this notice period, you will be liable for your WMC payments even if you have already moved out. Residents or, in the event of death, their personal representatives are responsible for WMC until the premises are cleared of personal possessions and the keys are returned to the Warden.

In certain circumstances, the Trustees may ask you to find alternative accommodation. These are:

- If you do not comply with the rules set out in your Letter of Appointment or elsewhere.
- If you are no longer qualified to live in the Almshouse. It is possible that your circumstances could change to make you no longer eligible. For example, your financial position may significantly change.
- If you are no longer able to look after yourself, even with the help of your family, carers and Social Services. In such circumstances, we may ask Social Services to assess you.

The Trustees will only set aside the appointment (ask you to find other accommodation) as a last resort, after a fair process of investigation and warning. They will give you as much time and help as possible to find alternative accommodation.

4.11 Re-Housing

Residents who wish to change flats within the Almshouse may apply to the Clerk for the matter to be considered by the Trustees but this will normally only be allowed on medical grounds.

The Trustees may require you to move to another flat in your Almshouse or even another of the Charity's Almshouses. This will only happen in exceptional circumstances and you will be given at least three months warning.

4.12 Gifts and Legacies

It is the Trustees' policy that nobody involved in the running of the Charity should accept any gift or legacy from a resident. If you wish to donate anything to Hammersmith United Charities, please contact the Clerk to the Trustees. All such matters will be dealt with confidentially.

CHAPTER FIVE

GENERAL INFORMATION

5.1 Council Tax

Each resident is responsible for paying his or her Council Tax. You will be told how to pay and about benefits to which you may be entitled.

5.2 Improvements to your Home

In all cases, any improvements to your home must be agreed by the Trustees before work is carried out. You must first discuss proposed improvements with the Trustees, via the Clerk. In some cases, H.U.C. may pay for the work. Permission may be refused if the Trustees consider that the alteration is structurally unsound, will reduce the amenities for subsequent occupants, or will increase future maintenance costs.

5.3 Pets

Only fish and small caged birds are permitted. However, your pet(s) must not become a nuisance to other residents. Please tell the Warden about arrangements you have made for the care of your pet(s) if you are away on holiday or become ill.

5.4 Parking of Vehicles

New residents are not allowed to park on the Charity's property. Residents' parking permits are available from the London Borough of Hammersmith & Fulham and there are parking spaces in the roads near to both Almshouses. Please do not park, or allow your visitors to park, anywhere within the complex, other than with the express permission of the Clerk. To do so may block the way for ambulances or fire engines in an emergency. Unauthorised vehicles may be clamped or removed by the Charity and a fee charged for the vehicle's release.

5.8 Doctor

You will not need to change doctor if his/her practice is nearby. If you do not have a doctor, or need to change your doctor, your warden will be able to give you the names of other suitable doctors working in the neighbourhood. The name of your doctor must be given to the warden so that help can be obtained in an emergency.

You have every right to see your doctor, nurse or other carer alone, and to keep your medical affairs entirely to yourself if you wish. However, if you have a chronic health problem, you may feel safer and more comfortable if the warden knows about it, so that sensible action may be taken in an emergency. Anything you tell the warden will be kept confidential.

5.6 Emergencies and Sickness

If you are ill or in difficulties, the warden will make every effort to get in touch with relatives, friends, the doctor, ambulance and/or Social Services on your behalf.

To make this possible and to act quickly, the warden needs the names and addresses of your nearest relatives or friends and of your doctor. Please remember to let them know about any changes of address or telephone numbers.

Please make sure the warden is notified if you are ill. This is particularly important if you are going into hospital or returning home after admission.

5.7 Aids to Mobility

If you have a disability, or become disabled while living in the Almshouse, it may be possible to obtain equipment or to make alterations to your home to help you to live an independent life. Please ask the warden or Clerk about this. However, please do not make any structural alterations to your home (e.g. fitting ramps or stair lifts) without the Trustees' permission.

5.8 Personal Problems

If you have any personal problems over money or other matters and you have no family or friend who you feel able to consult, the Trustees will be glad to provide whatever help or advice they can. Please let the warden know if you so wish and one or other of the two trustees responsible for our Almshouses will see you at an early opportunity.

5.9 Wills

You are strongly advised to make a will. If you wish to leave personal property to a relative or friend, a will is essential. Please tell the warden and/or the Clerk where your will is kept and who is the executor.

A solicitor is the best person to help you make a will and, if you require assistance in finding one, we suggest you contact your local Citizens Advice Bureau. Please ask your warden if you find this difficult.

5.10 Rubbish

Rubbish bins are provided. Please make sure that the rubbish area is kept clean and tidy. All kitchen refuse should be wrapped before putting it in the bin.

The regular weekly collection day is.....

5.10 Stopcocks

The water stopcock is.....

This should only be turned in an emergency and the warden notified immediately

5.10 Location of Electricity Mains Switch and Circuit Breaker Boxes

The electricity mains switch is.....

and the fuse box is.....

If you need to change a fuse, please contact the warden or Careline.

CHAPTER SIX

COMPLAINTS PROCEDURE

- 6.1 If you have a complaint or a problem has arisen which cannot be readily solved by discussion with the other party or with the warden, the following complaints procedure should be adopted.
- 6.2 The Housing Corporation has published a good practice guide about complaints handling, called “*(How) Are you being served?*” As H.U.C. is registered with the Corporation, the Clerk will provide you with a copy if you wish to see it.
- 6.3 Many people are extremely reluctant to complain. However, the Trustees can only resolve problems and improve the services offered, if you speak up when things go wrong. Set out below is a procedure to be followed when any resident wishes to raise a complaint in connection with the occupation of his or her Almshouse or flat or about services provided by the Charity relating to the Almshouses.
- Minor matters, such as small maintenance items, should be referred to the warden in the first instance, as and when they arise, and they should be attended to straight away.
 - If the warden is unable to resolve/correct these minor matters; or, if there is a persistent problem with noise or matters affecting health and safety, you should refer the matter to the Clerk to the Trustees. If the Clerk is unable to resolve matters, they may then be referred to a trustee or, failing that, to the Chairman of the Trustees. You should be prepared to put your complaint in writing at this stage and the Trustees wish to emphasise that all communications about complaints will be treated as confidential.
 - If neither the Clerk nor the nominated trustee, is able to deal with your complaint satisfactorily; or, if you have a complaint about staff employed by the Charity, other residents or a serious breach of health and safety regulations for instance, you have the right to put your complaint in writing to the Chairman, with a formal request for it to be considered by the Trustees at their next meeting. You will, if you wish to exercise that right, be entitled to attend when your complaint is being discussed, accompanied by a friend or professional advisor.
 - The Trustees will be obliged to respond to you in writing to advise of the action taken to resolve your complaint and to notify you of any decisions they have made.
 - If you remain dissatisfied following consideration by, and the decision of, the Trustees, you have the right to take your complaint to The Independent Housing Ombudsman at Norman House, 105-109 Strand, London WC2R 0AA. Telephone: 020 7836 3630, Fax: 020 7836 3900 and Lo-call: 0345 125973.

- 6.4 When writing to the Ombudsman, please state your full name and address, telephone number and the details of your complaint. The Ombudsman will only be able to consider a complaint if he is satisfied that the Charity's own Complaints Procedure, as detailed above, has been fully exhausted and that your complaint falls within his jurisdiction.

Please refer to the leaflet "How the Ombudsman can help me" in your Residents' Pack.

Useful Addresses & Telephone Numbers

Local Authority:	London Borough of Hammersmith & Fulham Town Hall, King Street, Hammersmith, London W6 9JU	020 8748 3020
Housing Benefits:	Private Sector Benefits for Sheltered Housing, 77, Glenthorne Road, London, W6 0JL	020 8753 1400 or 020 8753 1396
Age Concern Office:	105 Greyhound Road London W6 8NJ	020 7386 9085
Citizens Advice Bureau:	372-376 Uxbridge Road London W12 7LL	020 8746 2120
Council Tax:	Town Hall, King Street, Hammersmith, London W6 9JU	020 8753 6315
Welfare Benefit Advisor:	(home visits)	020 8753 5353
Taxi Card Scheme:		020 7484 2929
Grove Cars:		020 8749 9991
Sycamore House:	Sycamore House Sycamore Gardens Hammersmith London W6 0AS	
John Betts' House:	John Betts' House Rylett Road Hammersmith London W12 9NJ	
H.U.C. Bank Details:	Allied Irish Bank (GB) Ltd., 361, King Street, Hammersmith, London W6 9NA <i>Sort Code:</i> 23-83-94 <i>A/c No:</i> 30319362	020 8741 1824

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