

Sheltered housing service standards



At Gateway, we aim to offer flexibility and choice and reflect our residents' differences.

We have developed these standards with the residents of our sheltered-housing schemes.

What is sheltered housing?

Our sheltered housing is for people aged over 60 (although our two schemes for Asian and Somali elders have a lower age limit of 55). We provide a safe and neighbourly environment where you can live independently, with support if you need it.

Communication

We have timescales for responding to phone calls, letters and emails and for when we carry out home visits and respond to visitors in our office.

Our most important standards are as follows.

We will:

- answer the phone within 10 rings;
- be available on the phones between 9am and 5pm, Monday to Friday (not including public holidays);

- check our voicemails each day, and phone you back within one working day if you have left a message;
- send you a copy of our newsletter for older residents (Gateway Companion) at least two times a year; and
- give you a copy of our sheltered residents' handbook.

You can find a full list of these standards in our 'Customer Care' leaflet (available from reception).

Your scheme manager

Your scheme manager will:

- work a 35-hour week, from Monday to Friday (but not including public holidays);
- contact you each day (Monday to Friday) to check your well-being (this could be a personal visit or through a call system);
- arrange social activities in and outside the scheme;
- make sure that you have access to services and facilities that will help you stay independent;
- draw up an individual support plan with you, keep it up to date and review it at least every six months;

- make sure the scheme is kept safe and secure and report any repairs that are needed;
- make sure you have 24-hour access to an alarm service, in case of an emergency;
- check fire alarms each week, and check pendants and pull cords every month;
- encourage you to report health and safety issues;
- carry out regular health and safety checks, recording the results and taking any action needed;
- discuss issues that you or your neighbours raise, respecting your privacy and rights to confidentiality;
- provide support and advice on health and other relevant matters, and help you to find a doctor, hospital and other services;
- encourage a sense of community by promoting equal opportunities for all and opposing any form of discrimination;
- encourage you to stay active as you get older, promote healthy living and social activities; and
- make sure that relevant advice and information is available to you on a variety of services for older people, including protection from abuse.

You can find a list of useful phone numbers in the back of the sheltered residents' handbook.

Cover arrangements

We will arrange for another scheme manager to visit when your scheme manager is absent (for example, on holiday). When there is no scheme manager available (for example, if they are off sick), the care alarm system will provide cover.

Keeping you informed and getting your views

We will always consult you if we want to change or improve your service.

We will:

- consult you in an appropriate way (for example, by holding a residents' meeting or sending you a letter);
- include everyone who is affected;
- clearly explain the changes we want to make;
- ask for your views;
- tell you how your views will affect how we make decisions; and
- tell you what happened as a result of the consultation.

Your home

Moving in

Your scheme manager will:

- welcome you and give you any important information about living in the scheme (this will include how you can contact them and what happens when they are not available);
- tell you about the equipment and facilities in your scheme and how to use them, including the care alarm system;
- tell you about any services provided in the scheme, such as the chiropodist or hairdresser;
- get important information from you, such as who to contact in an emergency; and
- fill in a new tenant checklist during the first four weeks of you moving in. They will ask you to sign each point to confirm this.

Security

Many residents value the security sheltered housing provides.

We will:

- keep a master key or spare keys to your flat in a locked filing cabinet in the scheme manager's office and only use them in an emergency;

- give priority to security repairs (for example, repairs to the main entrance door or intercom system);
- give our staff identity cards and make sure they use them; and
- make sure our contractors carry identity cards and use them (this is included in their contract).

Repairs and maintenance

We group repairs in the following categories.

- **Emergency repairs** – we will respond within four hours and do the work within 24 hours. For example, this could be a total loss of electricity.
- **Urgent repairs** – we will respond within seven days. For example, this could be a leaking roof, gutters or downpipes, if they are causing dampness in your home.
- **Routine repairs** – we will respond within 30 days. For example, this could be minor repairs to steps and staircases.

You can find a full list of repairs and which category they come under, plus how to report a repair, in our Repairs and maintenance leaflet.

Improvements and adaptations

If you need adaptations to your home to help you get around, the local occupational therapy team will assess your needs.

Once this has happened, we will:

- write to the occupational therapy team and send you a copy of the letter;
- only refuse to carry out the work if we have a good reason (for example, if it will damage the building);
- carry out small adaptations (for example, installing a handrail) within 30 days; and
- carry out larger adaptations as soon as it is practical to do so.

You can get more information from our **Aids and adaptations** leaflet.

Major work in your home

If we have to carry out major work in your home, we will:

- consult you before we start any work;
- give you a choice of colours (for kitchen units), wall tiles and floor coverings for both the kitchen and bathroom (if work to these rooms is included in the work programme);

- keep you informed;
- tell you how we expect our contractors to work in your home;
- inspect all work we have carried out in your home; and
- send you a satisfaction survey once we have finished the work.

Care alarm

In your flat, there are pull cords that connect to a care alarm system when your scheme manager is not available. The service is provided by London Borough of Tower Hamlets' Alarm Service. They will help you if there is an emergency.

Their target times are to:

- reply to 80% of phone calls within 30 seconds;
- reply to 98.5% of phone calls within 60 seconds; and
- deal with emergencies within 30 minutes.

We will check the care alarm equipment each month to make sure it is working properly.

Community life

We encourage social activities in the schemes and provide a variety of activities for you to take part in. We also try to involve other people from the local area.

There are no general standards for social activities – we organise them depending on residents' interests. Your scheme manager will listen and respond to your suggestions.

Getting involved

The following groups are specifically for the residents of our sheltered-housing schemes.

Tenant involvement groups (TIG)

- Each sheltered-housing scheme has a TIG, which all residents from the scheme are invited to attend.
- Each TIG meets at least every three months (or more often, if residents agree).
- We encourage residents to take the minutes of the meeting (notes of what was discussed), but the scheme manager will take them if residents ask them to.
- Your scheme manager will follow up any suggestions and issues raised at the meeting.

Sheltered Housing Forum

- The Sheltered Housing Forum meets every three months and holds an annual general meeting (AGM) every year.
- We invite all sheltered-housing residents to the meeting, but we encourage each scheme to elect two residents to attend.
- Members of the forum elect the chair at the AGM, from resident members.
- We will display the meeting date and venue in each sheltered-housing scheme two weeks before each meeting.
- We take minutes of the meeting. Arrangements for taking minutes are agreed at the general meeting.
- The chair and our Resident Involvement Manager agree the agenda.
- If you attend the meeting, you must respect confidentiality and the views of other residents and staff. If you want to raise individual complaints or issues about other people, you should speak to the Sheltered Housing Manager before the meeting.

To find out more, please contact the resident involvement team.

Housing officers

Your housing officer can give advice on your rent account and other tenancy matters (for example, service charges, lettings and moving home).

They will:

- hold a surgery in each scheme every two months (we will display the dates of these surgeries on your scheme's noticeboard);
- carry out inspections of the scheme (and grounds) every eight weeks and invite you to take part in these inspections; and

- visit you in your home at an agreed time within 10 working days of being asked to do so.

Monitoring and feedback

The Sheltered Housing Forum will monitor and review these standards. We will give them regular updates and reports and will also involve the forum in developing the service.



You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

General enquiries: 020 8709 4409

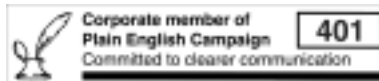
Fax: 020 8709 4400

Textphone: 020 8981 3729

Email: enquiries@gatewayhousing.org.uk

www.gatewayhousing.org.uk

This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.



Published August 2009