



Independent Living Team members.



We can produce this newsletter in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى، أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর সাভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا آپ کو ایک انٹرپریٹر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

For further details, call us on:

0191 384 1122

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Pity Me, Durham DH1 5TG

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Email: customerservices@threerivershousing.co.uk
Web: www.threerivershousing.co.uk



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INVESTOR IN PEOPLE



POSITIVE ABOUT
DISABLED PEOPLE



business for neighbourhoods

sheltered housing

a guide for residents and their families



The Guide

This is an explanation of sheltered housing for older people. This guide will give you a better understanding of the aims of Three Rivers' sheltered housing by explaining the role of the Scheme Coordinator, Three Rivers and the responsibilities of residents. We have sheltered housing at Schooner Court in Hartlepool and at The Garth in Ferryhill.





About Sheltered Housing

A sheltered housing scheme is designed with the specific needs of older people in mind. It provides secure, convenient and comfortable accommodation for those who are active enough not to require full time care or support. Tenants lead an independent lifestyle in self contained flats or bungalows. Help in an emergency such as illness or accident is available 24-hours a day through the community alarm fitted in every flat or bungalow. The alarm is linked to the Scheme Coordinator's office when they are on site and a central monitoring centre at other times. The Scheme Coordinator will contact residents on a regular basis using the alarm system to check that they are well. Communal facilities such as a lounge or laundry are provided to those who wish to use them. Tenants do not have to use communal facilities or join in activities and their privacy will be respected.



The Role of the Scheme Coordinator

The Scheme Coordinator is responsible for the cleanliness, safety and attractiveness of the general environment at the scheme. They are Three Rivers' representative on site, have regular contact with residents and welcome new residents to the scheme. The hours that the Scheme Coordinator is available will be notified to all tenants. When they are not on site, help will be available through the warden call system. The Scheme Coordinator is not expected to administer medical or personal care or treatment or carry out collections of pensions or shopping. In case of emergency the Scheme Coordinator will assist until relatives or essential services arrive.



The Amenities

These special facilities are provided to improve the quality of life for residents.



Guest Room

There is a guest room at each scheme. This should be booked through the Scheme Coordinator giving as much notice as possible. A small charge will be made and allocation is strictly on a first come first served basis. Priority will be given where the room is needed for friends or relatives of a resident who is ill.

Telephone (The Garth only)

A pay phone is available for use by residents. Residents can still have their own telephone installed. Except in an emergency, friends and relatives should not attempt to contact residents via the Scheme Coordinator's telephone.

Central Heating

A central boiler provides heating and hot water for the whole scheme. The total cost is equally shared between each flat and is paid for in the rent as a service charge. The cost of heating and hot water is not eligible for Housing Benefit. You cannot opt out of paying the heating charge if you stay away from your flat for a period.

TV Licence and Aerial

All flats in the scheme are linked to a communal aerial, individual bungalows have separate aerials. Three Rivers can obtain a special concessionary TV licence for the whole scheme, so there is no need to buy your own.

Laundry Room

Washing machines and dryers are provided in a communal laundry room and the Scheme Coordinator can show you how to use the equipment if needed.

Common Room/Lounge

This is available to all residents and their guests for social activities or as a place to chat and pass the time of day. Residents arrange most social activities themselves although the Scheme Coordinator will give help and assistance where needed. Social activities are open to other older people in the community and not restricted to residents of the scheme.

Landscaping

The landscaping surrounding the scheme is for the enjoyment of all tenants. The upkeep is the responsibility of Three Rivers who employ a firm of landscape gardeners to carry out regular visits. The bungalows at The Garth also have an area of private garden that residents are responsible for maintaining themselves.

Decorations

Three Rivers is responsible for the external and communal areas. Residents are responsible for their own flats and relatives can often help with this.

Repairs

Reporting of repairs is the responsibility of the tenants and should be done via the Scheme Coordinator or by calling the 24-hour Customer Services Helpline on 0191 384 1122.

Pets

This kind of accommodation is not suitable for pets so they are normally not allowed. However, Three Rivers has decided that tenants with existing small pets may take them with them but will not be allowed to replace them on their demise. These pets must be kept under control.

Fire Precautions

Every care should be taken to avoid the risk of fire. Never leave pans unattended. Take great care disposing of cigarette ends. Ensure rooms are well ventilated when cooking or smoking. Fire doors are provided throughout the scheme to prevent the spread of smoke and fire. Never tamper with these doors or wedge them open.

Make sure you can hear the fire alarm and know what it sounds like. It is tested periodically and residents will be advised of the test.

If you hear the fire alarm:

- Close the door to your flat and stay there. The fire brigade will come and evacuate the building if needed.
- Never use the lift in any circumstances.
- If you are not in your flat, leave by the nearest Fire Exit Door and assemble at the assembly point.

Customer Services

Three Rivers is responsible for the management, maintenance and letting of the scheme. If you have any queries about your tenancy or the scheme, contact your Scheme Coordinator or our Customer Services Team on 0191 384 1122.

Independent Living Service

Three Rivers has an Independent Living Service, which your Scheme Coordinator is part of. This specialist team provides advice and assistance on a wide range of services that help you carry on living in your home. A member of the Independent Living Team will complete a Support Plan with you to ensure you have access to all appropriate services that are needed.

Problems or Complaints

If you have any problems or complaints about the service at your scheme, please speak to your Scheme Coordinator, Customer Services Officer or Independent Living Advice Officer. If your complaint cannot be resolved or you are not happy with the way it has been dealt with, and want to make a complaint please contact Customer Services on 0191 384 1122.



Warden Call Alarm System

Your accommodation is fitted with a Warden Call Alarm System. You might have a pull cord coming down from the ceiling, a special unit or a 'lifeline' pendant system.

You can use this equipment to call for help 24-hours a day. If you need help...



Pull the cord

(YOU MUST MAKE SURE YOUR CORD IS NOT TIED UP)



Press the button on your unit



Press the button on your pendant

(MAKE SURE YOU HAVE IT WITH YOU AT ALL TIMES WHILE YOU ARE AT HOME)

The alarm is linked to either your Scheme Coordinator when they are on site or a central control centre. When you use it, a trained operator will respond through the intercom system. They will ensure you receive the assistance you need.

If you would like more detailed information about the system, please speak to your Scheme Coordinator.

CHECK your Alarm System!

For your peace of mind, we recommend that you check your community alarm service is working at least **once a month** by pushing the button or pulling the cord. When the operator answers, tell them you are just testing the system. You can use this form as a reminder of when you last checked the system.

Month	Date Checked
January	<input type="checkbox"/>
February	<input type="checkbox"/>
March	<input type="checkbox"/>
April	<input type="checkbox"/>
May	<input type="checkbox"/>
June	<input type="checkbox"/>
July	<input type="checkbox"/>
August	<input type="checkbox"/>
September	<input type="checkbox"/>
October	<input type="checkbox"/>
November	<input type="checkbox"/>
December	<input type="checkbox"/>

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July	<input type="checkbox"/>
August	<input type="checkbox"/>
September	<input type="checkbox"/>
October	<input type="checkbox"/>
November	<input type="checkbox"/>
December	<input type="checkbox"/>

If you have a problem with your alarm system or you would like another 'record sheet' please contact Customer Service on: **0191 384 1122**

