

# Welcome to Sheltered Housing



Dear New Resident,

Welcome to your new home with South Holland District Council. We wish you all the very best in settling in and making it your own.

Your new home has a built in Technology Enabled Care System (also known as the Pull Cord System). This system is dealt with by our partners Lincolnshire Housing Partnership (LHP) and Tunstall Healthcare.

LHP answer the calls when you pull the cord or press the pendant. They will also visit your property quarterly to test all the equipment and update your personnel details. If you require any additional equipment they will also chat with you about your needs and arrange to install what is required, explaining any additional costs to you.

Tunstall will visit your property annually to maintain your equipment to ensure it is in good working order. They will also attend to repair any issues with the cabling, the pull cords, smoke alarms or system faults.

There is a wall mounted speech unit in your property which consists of an amplified microphone and loudspeaker for communication by speech. The speech unit can be activated by pulling the attached cord or pressing the red call button on the unit. There are also ceiling mounted pull cords in each room that are connected to this speech unit. If you would like a pendant linking to your pull cord system, please contact LHP Telecare Team on 01205 318588.

You are responsible for any additional equipment installed in the property and must ensure it is returned at the end of your tenancy. Recharges will be issued for lost or damaged equipment.

## **Response service**

There are two Response Services within the District that can respond to an emergency if you have no local contacts available.



These services can be provided by:

- Age UK Lincoln and South Lincolnshire Response Service which can be arranged through LHP at the cost of £2.54 per week. If you would like further information on this service, please contact the LHP Telecare Team on 01205 318588.
- Wellbeing Lincs at the cost of £2.50 per week. For further information on the Wellbeing Lincs Service please contact the Wellbeing Hub directly, on 01507 613126.

### **Wellbeing checks**

If you wish, LHP trained operators can contact you daily to check on your wellbeing. They can also remind you to take your medication, attend appointments and more.

You can decide the time and type of check that will suit you best and set it up for as little as £7.28 per month. Please contact the LHP Telecare Team on 01205 318588 for more information. This service is provided directly by LHP.

### **Aids and Adaptations**

Adult Services (part of Lincolnshire County Council) can help with assessing what adaptations you require to remain in your home. Please contact Social Services on 01522 782155 to arrange for assessment with an Occupational Therapist. We will consider their recommendations and try to facilitate these. They can include ramps and level access showers.

Yours sincerely

***The Housing Services Team***

estatemangement@sholland.gov.uk  
01775 761161



## Useful information

### **Meet and Greet sessions**

These sessions are held weekly and you are welcome to attend any session – you do not have to attend the one nearest to your home. The sessions are to discuss any housing related issues with a Housing Officer who will try and help you resolve them.

<b>Arthurs Avenue, Holbeach</b>	Thursdays	11:30am - 1:00pm
<b>Cecil Pywell, Holbeach</b>	Thursdays	9:00am - 10:30am
<b>Glen Haven, Pinchbeck</b>	Wednesdays	9:00am - 10:30am
<b>Hargate Close, Fleet</b>	Wednesdays	11:00am - 12:30pm
<b>High Road, Weston</b>	Thursdays	11:00am - 12:30pm
<b>Lime Court, Spalding</b>	Mondays	9:00am - 10:30am
<b>Linden Court, Spalding</b>	Wednesdays	11:00am - 12:30pm
<b>Lyndis Walk, Holbeach</b>	Thursdays	2:00pm - 3:30pm
<b>Nene Court, Spalding</b>	Tuesdays	11:30am - 1:00pm
<b>Sezanne Walk, Spalding</b>	Thursdays	9:00am - 10:30am
<b>Spring Gardens, Long Sutton</b>	Wednesdays	9:00am - 10:30am
<b>St Marys Gardens, Long Sutton</b>	Mondays	9:00am - 10:30am
<b>St Matthews, Sutton Bridge</b>	Tuesdays	9:30am - 11:00am
<b>Trinity Court, Crowland</b>	Tuesdays	9:00am - 10:30am

### **Hiring guest rooms and community centres**

Please call 01775 761161 to hire a guest room or community centre for a private function. There is a fee for this service, but Sheltered Tenants are charged a reduced rate. We are currently working on an online booking system and will share further information with you shortly.

### **Reporting repairs**

You can report repairs by phoning 01775 761161.

Emergency repairs outside of working hours can be reported by phoning Lincolnshire County Council on 01522 782235. Emergency repairs are repairs for severe damage to the property and/or where the health, safety or security of a tenant/third party is at immediate risk.

If you are not able to call us by telephone, you can also report the repair by pulling your pull cord. This will put you through to a call centre and they will report the repair on your behalf.

### **Quarterly testing of your pull cord system by LHP**

LHP will attend your property every 3 months to test the pull cords and smoke detectors in your home. All LHP staff wear uniforms and have ID badges with LHP on them.

During this visit they will review your records including emergency contacts and any medical issues you have. They will signpost you to support, advise you on additional equipment you may benefit from and report any faults or issues regarding your home to the relevant department within South Holland District Council.

The equipment testing schedule is as follows:

January, April, July, October:

- Deeping St Nicholas - Chappell Rd
- Donington - Cowleys Rd, Barnes Rd
- Gosberton Rise - Sheppersons Avenue
- Holbeach - Wilders Garth, Cecil Pywell, East Elloe, Lindis Walk, Farrow Ave, Drakes Close, Arthurs Avenue, Hall Hill
- Quadring - Main Rd, St Margarets
- Spalding – Sezanne Walk, Speyer Ave, Parkside Crescent
- Whaplode - Irby Close

February, May, August, November:

- Long Sutton - Spring Gardens, Jubilee, St Marys
- Moulton - Station Road
- Spalding - Nene Court, Thames Road, Wensum Close, Severn Rd, Linden Court, Cedar Court, Poplar Court, Ash Court, Hampton Close
- Weston - Park Road, Park Avenue, Delgate Avenue

March, June, September, December:

- Crowland - Alderlands Close
- Fleet - Hargate Close, Cherry Close, Hocklesgate
- Pinchbeck - Glen Avenue, Brownlow Cres, Glen Haven
- Sutton Bridge - St Matthews, Churchgate, Charles Road
- West Pinchbeck - Dozens Bank

Due to the number of properties involved, appointments cannot be booked. If you are not at home when LHP attend, they will post a card through your letterbox for you to contact them to arrange an appointment.

## **Summary of service charges for Sheltered Housing**

**Alarm monitoring charge:** maintenance of the hard-wired pull cord alarm system.

**Sheltered Housing Charge:** intensive housing management service, where we provide a service at a higher level than supplied to our General Needs tenants. This service includes:

- advice & assistance for tenants to understand and comply with their tenancy
- quarterly personalised housing assessments at home carried out by Lincolnshire Housing Partnership to identify tenancy/housing risks with referrals to support agencies and complete welfare checks on safety and wellbeing
- quarterly home visits to test and maintain the alarm system (carried out by LHP)
- scheme weekly 'meet and greet' sessions to address any housing/welfare issues
- personalised assistance in sustaining all aspects of the tenancy
- referrals to support agencies for support with items such as budgeting; debt management; alcohol/substance related matters
- advice and assistance with connecting additional items to the alarm system, including pendants, fall detectors, bed sensors, equipment for hearing & sight impairments
- support in reporting and following up repairs
- welfare checks for the more vulnerable tenants who cannot make it to the meet and greet sessions and/or where concerns are raised by other residents/professionals
- daily welfare calls during point of crisis
- personal response and home visits in cases such as emergencies
- increased inspections and maintenance of the building, including health and safety issues, to address increased wear and tear to the property and facilities
- home visits to assist with managing welfare benefit applications and council tax exemptions, including liaison with Housing Benefit and other government departments
- home visits to advise on using equipment in the property including heating systems
- home visits to assist with managing security of the tenants' home
- monitoring and signposting for social care services
- advice and assistance regarding adaptations to the home such as wet-rooms
- arranging repairs to communal areas, including fixtures and fittings
- information & advice regarding communal areas, community centres & guest rooms
- facilitation of activities in community centres
- facilitation of training and awareness on using the internet in community centres
- out of hours service managing emergencies and repairs
- advice on tenancy related mental capacity issues
- liaison with court appointed deputies, appointees and advocates
- liaison with family members (where we have signed authority)
- facilitation and assistance with garden maintenance
- arranging/administering concessionary TV licences
- arranging and attending home visits with the Fire Service regarding fire safety
- holding events with the Fire Service regarding fire safety

NB: This is not an exhaustive list.

**Community Facilities Charge:** for the provision of a community centre and supports the maintenance of this facility and surrounding communal areas. This charge only applies to residents living within the vicinity of a community centre.

## **Frequently Asked Questions**

### **Q What should I do in the case of an emergency?**

A Pull the pull cord in your property or press the Red Button on your alarm system or pendant, and a call will go through to the Customer Service Centre. Once the operator answers your call, explain what your problem is and they will get any help that you may need.

### **Q What happens if the Operator cannot hear me?**

A Don't worry, try and stay calm. The Operator will try and ring you on your telephone, but if you cannot answer, the Operator will ensure that help is on its way to you.

### **Q What happens if I press either of my red buttons or sensors by mistake?**

A You can cancel the call by pressing the green button on your speech unit but if the call does go through to the call centre, do not worry the Operator will be pleased to know that you are safe and well.

### **Q What happens if there is a power cut / mains failure?**

A It is important that you do not turn off the electric supply to the equipment. However, if there is a power cut, the battery back up will activate when the power goes off. The system will bleep or inform you that there is no mains power. Press the green cancel button and this will silence it for you and when the power is reinstated the system will reset itself.

### **Q What happens if there is a fault with my pull cord equipment?**

A Don't worry, we will send a trained technician out to identify and rectify the fault. Please note if the fault is due to your error i.e you have lost your pendant – we will have to re-charge you for the visit. For faults please call 03456041472 and they will notify the contractor who repairs the system to come out to repair.

### **Q How do people gain access to my property in the event of an emergency?**

A There is the option of having a key safe or your contacts to be key holders. It is important that when your doors are locked, you must not put any bolts or chains across the door and the keys are taken out of the lock otherwise they will not be able to gain access to you. If no access can be gained it may be necessary in an emergency to force an entry. LHP will not be responsible for any costs if this occurs.