

# Living in sheltered housing

**Support** – This is one of the many benefits of living in sheltered housing.

Support is provided to all tenants by way of the Tunstall **emergency call system** in each flat and communal areas. The Tunstall system is monitored 24 hours a day, 365 days a year, by the call centre at Chichester Careline. **Scheme Managers** will respond to calls first, when they are on site.

**Using the Tunstall emergency call system** – You can use the call system by:

- pulling any of the pull cords in your flat
- pressing the red button on the speech module in your flat
- pressing the red button on your personal Amie alarm if you have one
- using the pull cords or red buttons in the communal areas

You do not have to get to the speech module to be heard by the staff answering your call. They should be able to hear you from wherever you are in the flat.

**Personal Amie alarm** – For additional reassurance we can issue you with a personal alarm to wear using a neck cord, or a wrist band. You may wish to have one temporarily if you are unwell or recovering from an operation. Again, you can call for help without having to move to the speech module.



When Scheme Managers arrive at work, they are informed of all calls made to Chichester Careline since someone was last on duty at your scheme. If you have called for help, they can follow up any additional support you may need.

**Visitors** – Remember, you also use the Tunstall speech module in your flat to answer calls from your visitors at the main entrances. Talk with your callers like using a walkie talky, listening and then pressing the top left-hand button when you want to speak. If you want to let them in, press the middle button to 'buzz' them into the main building.

**Calling your flat** – sometimes MCHA staff will use the call system to contact you in your flat. You will hear their voice from the speech module. You can answer from wherever you are in the flat.

If any of your pull cords, or a pendant, have been activated, Chichester Careline will call through to your flat in the same way, to check you are ok.

Don't worry if you or a family member do this accidentally. It will reassure you that your call will be answered if you do ever need help.

**How do I get into the building and my flat?** – Tenants are issued with two sets of keys at the start of tenancy.



This includes a key fob to unlock any of the main doors. Just hold the fob near to the key symbol on the door entry panel.

You will have two keys to access your own flat. Come and go as you please, but please be considerate of your neighbours late at night.

Please speak with the scheme manager if you wish to have an additional key or fob. A £10 deposit is required for each one.

**Key safe boxes** - A flat key is also kept in the key safe box outside your flat. Chichester Careline will give emergency services a door code to access the building and the code to your key safe box, if emergency access is required.

**Security** – Please make sure the main doors are closed securely after use and do not let people unknown to you 'tailgate' in behind you.

Keep your own flat door shut, for security and fire safety, and do not buzz the main doors open for visitors to other flats, or people you do not know.

**Can I go away on holiday?** – Yes. You are welcome to go holiday. Your flat must remain your main home. Just let the Scheme Manager know when you are away, so we don't access your flat unnecessarily with concerns for your welfare.

**Smoke detector** – if your smoke detector is set off in your flat, MCHA staff or Chichester Careline will call through to speak with you.



If your smoke detector sounds for more than a minute Chichester Careline will call the fire service, even if you have just burnt your toast, in case there is a bigger problem that you are not aware of.

Please get out of the property if you can.

**Weekly fire alarm test** – The communal fire alarm is tested once a week at your scheme. On Tuesday at Priest Croft and on Wednesday at Muir House.

Please listen out for this weekly test to check you can still hear the main alarm, letting your scheme manager know if you can no longer hear it.

There is a Fire Action Notice on the inside of your flat door, please make sure you are aware of what to do if your smoke detector, or the main fire alarm sounds.

Please always make yourself aware of your nearest fire exit.

**Fire Drill - Full evacuation** – Twice a year we do a full fire drill. One will be spontaneous and one we will give you advance notice of.

Please use these to remind yourself of what action to take when the main fire alarm sounds.

**Fire Assembly point** – please make sure you know where this is at your scheme.

There will be a sign like this:



**Muir House – central pedestrian pathway**

**Priest Croft – the car park**

**Stay put** – you may wish to discuss the option of staying put, remaining in your flat, in the event of the communal fire alarm sounding. This can be talked through in detail with your scheme manager.

**Fire doors** – the front door of your flat is a fire door and **must** be kept closed. All other fire doors are either kept closed or fitted with automatic closures which are activated when the fire alarm sounds.

**Fire safety leaflet** – fire safety leaflets are issued with some reminders on staying safe in your home regarding candles, smoking, electrics, heaters and cooking.

**Can I smoke in my flat?** Yes, you can, but please smoke safely. Stub out cigarettes properly, use an ash tray and empty cooled contents into an outside bin regularly. Never smoke in bed. Consider smoking outside but respect your neighbours and think carefully about where you are smoking.

**All communal areas of your scheme are no-smoking areas.**



**Chip pans** - Following advice from the Fire Service, MCHA does not allow the use of open chip pans in flats. Please use a thermostatically controlled deep fat fryer with an automatic cut off feature.

**Rubbish disposal** - To avoid a fire hazard and to keep the exit route from your flat clear, please dispose of your rubbish regularly.



A wooden bin store is available outside, containing dustbins for **general waste and recycling**. Information from NFDC about recycling is available.

There is a **glass recycling** bin and green sacks for **garden waste**.



Special collections can be arranged for contaminated clinical waste and for medical sharps. Please speak with your scheme manager.

**Bulky household waste collection** – If you have a large item that cannot be donated or reused elsewhere, NFDC offer a chargeable bulky household waste collection service.

For further details about items that can be collected and NFDC charges, please speak with your scheme manager or look online at <http://www.newforest.gov.uk/article/7935/Bulky-household-waste-collection>

You could call NFDC customer services on 023 8028 5000

**Parking** – Generally there is ample parking for you and your visitors; there is no allocated parking.



If you are a Blue Badge holder you are welcome to use the marked disabled parking bays.



**Mobility scooters** – ***Before purchasing*** a mobility scooter please check with the scheme manager for the availability of a storage space in the green scooter storage and charging facilities in the grounds of the scheme. Mobility scooters are not allowed to be stored and charged in your flat unless MCHA has carried out an individual risk assessment and granted permission.

Insurance must be obtained and shown to MCHA, for all mobility scooters before they can be stored on site. Insurance must include £2M public liability cover.

**Contents insurance** – You are advised to have your own contents insurance cover for your own belongings. MCHA has building insurance.

**Can I have carers or additional support services?** – In order to remain independent for as long as possible you may find you require some additional support.

This may include paying for a cleaner, or someone to help you with your shopping. It may be having frozen meals delivered to your flat, or perhaps using a hot meal delivery service.

You may have the support of local family and friends to help you remain independent. Care agencies can also help with this. If you are not able to afford the care you need, a referral to Social Services can be made to see if you are eligible for financial assistance.



We would encourage the use of additional support to help you remain independent. Scheme Managers can signpost you to many of these services.

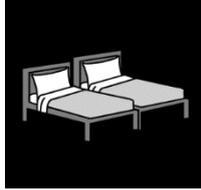
**What facilities are there at my scheme?** You will find:

- Communal lounge and kitchen
- Laundry room with washing machines and tumble driers
- Rotary washing lines outside
- Hair salon / treatment room / meeting room
- Guest room
- Communal gardens
- Passenger lift and stairlifts to all floors
- Notice boards with lots of useful information, such as the 'What's On?' guide for details of regular events at your scheme

Please enjoy these facilities respectfully, considering those around you, leaving them clean and tidy after use.

If you see anything that needs repair, please report to your scheme manager as soon as possible.

**Guest Room** – You are welcome to have guests stay overnight in your flat.



There is also a guest room with twin beds and own bathroom, available for tenants to hire. Speak with your scheme manager to check availability and current charges, which are payable in advance.

**Can I have pets?** – You are allowed a small caged bird or small fish tank in your flat, but no other pets are allowed.

Visiting pets and their owners are very welcome but must go straight to your flat, rather than visiting in the communal areas. You are responsible for making sure pet owners clear up after any visiting pets.

**Tenant Amenities Fund** – This is money raised by tenants, for tenants.

Tenant meetings are held regularly to agree how this money is spent, to benefit as many tenants as possible. There is an elected Chairperson, Treasurer and Secretary. Please feel free to be as involved as you wish.

**Suggestion box** – There is a suggestion box in or near the communal lounge at your scheme, that is checked weekly by staff from the main office.



Please feel free to use this for any comments or suggestions that you wish to make.

If you leave your name you will receive a response.

**Policies** – MCHA policies and procedures are available to all, from the main office or on the MCHA website. This includes policies on privacy, tenant involvement, equal opportunities, nuisance harassment and antisocial behaviour and complaints.

Please use the contact details at the beginning of this handbook.

**Keeping us up to date** – It is important that you keep MCHA up to date with changes to your contact details, or the contact details of your named Next of Kin or close contact. These may be required in an emergency.



We will prompt you twice a year to check for updates to the Tenant Details information that we and our careline hold on record for you, but please inform us as soon as any changes occur to contact details.

You may choose to inform your scheme manager that you have a living will or that someone holds power of attorney for you

We may also hold your details if you have enquired about a Mutual Exchange of your home outside of MCHA. Information on a Homeswapper service can be provided. If you wish to transfer flats within MCHA, you will need to re-apply to MCHA housing waiting list.

Please speak with your scheme manager or the housing manager if you are considering moving.

## Happy in your home



We want you to be happy in your home.

Please speak to a member of staff if you have any concerns.

We will always do our best to help you.