



your home

Independence with peace of mind

Your guide to retirement housing

Available in large print, Braille and on CD

A fresh start in a new home –

You're bound to have some questions. This leaflet will try to answer them. If there's anything else you want to know, just ask. We'll always do our best to explain and help.

About retirement housing

Like most of your new neighbours, you value your independence but want the peace of mind that comes from knowing there's someone on hand if you need support.

The place you are renting is your home. Our scheme manager will respect that. They won't intrude or invade your privacy. But they will help you get the most out of life, whatever's right for you. And if there's a problem they'll deal with it or help find the right person to sort it out.

Contacting your scheme manager

Getting in touch with your scheme manager couldn't be easier. They have their own office nearby and

you're free to pop in to see them in office hours. If you prefer to use the call system in your new home they are only at the end of the line. That call system will also put you through to our call centre in the evenings, at night and at weekends. We'll get our mobile support staff out to you if there's an emergency.

How we can help

Your scheme manager is there to help you lead a full, independent life. You decide how much involvement you want them to have in your life. There are lots of ways they can help, such as:

- getting to you quickly if there is an emergency
- setting up a support plan with you to make sure you get all the help you need
- making contact regularly to see how you are and what you need. They'll call daily if you want
- finding the best people to help if there's a problem
- advising you on any problems, like getting repairs done or benefits sorted.
- making sure the scheme is safe, secure and well-maintained

- reviewing your support plan on a regular basis
- setting up social activities, everything from theatre trips, to keep fit clubs. You get involved only if you want to
- offering advice, information and support, on a wide range of matters.

Getting other, specialist support

There are lots of things your scheme manager can help with. But when they can't, they'll put you in touch with other specialists for help with things like:

- cooking and cleaning
- taking pills or medicines
- getting personal care
- regularly running errands for shopping, pensions or prescriptions – although they will help out if it's an emergency

Your welfare is our greatest concern. If there is anything you are worried about or need, please let us know. We'll do our best to make it happen for you.

Our support to you

Your scheme manager starts work at 8.30am each weekday and finishes at 4pm.

In the evenings, at night and at the weekends, all calls from your call system are put through to our 24-hour call centre. If you need somebody with you, we'll get them there quickly.

We place great value on providing highly trained support. If your scheme manager is on holiday we will arrange cover for them.

If we're doing something well, please tell us. We want to know what you think about our service – and that includes things you think we could improve. Either tell your scheme manager or write free to:

**Retirement Housing &
Caretaking Services
FREEPOST
Northwards Housing HQ**

If you wish to complain about the service, you can call us on **03000 123 123** or write free to the address above.

Common questions

The first days in a new home always raise a lot of questions. Here are some common ones, with answers.

Do I have to pay for the Scheme Manager Service?

Yes, approximately £20 a week. - although this is free if you claim Housing Benefits. This pays for the scheme manager and alarm service.

What do I do about water, gas and electricity charges?

You are in charge of your own home. This includes your water, gas and electricity payments. It's important to let suppliers have readings when you move in, but we can help with this. Some schemes have a fixed weekly heating charge.

Who is responsible for communal areas?

Northwards Housing manage, maintain and set standards for the use of communal areas in the schemes.

I need a repair to my home. Who do I call?

One call to Northwards On Call should get the problem sorted out. The number is **03000 123 123**. Please let your scheme

manager know if the problem continues.

Can I do my laundry there?

Most schemes have free laundry facilities.

Do I need a TV licence?

Nearly all our schemes qualify for discounts on TV licences, so you pay a nominal charge of just £7.50 a year. Your scheme manager can arrange this.

Can my friend stay over?

If you have family or friends who want to stay for a couple of nights, we can book them into one of our guest rooms for a small charge, although not all of our schemes have them.

Do others have keys to my home?

Not unless you want them to. Some people feel safer knowing that our scheme manager has a spare set of keys so they can help if there is an emergency. It's a choice for you to make, but our staff can advise you.

What happens if there is a fire?

Each scheme has its own fire procedure. An alarm will always sound, but emergency exits and where to meet will vary. We will explain exactly what to do in person on your first day.

Your home, your details

We're delighted to welcome you to our community. Here is some useful local information, as well as some details about other neighbourhood facilities.

Your scheme manager is
Their office is (location)
The telephone number is

We have facilities that our residents can share. All new residents get a guided tour, but for future reference why not jot down what they are and where you can find them.

We hold regular meetings for residents so you can have your say about services. These are important to us so we can meet your needs. If you want to have your say please come along.

Where and when are below:

Some helpful local numbers

Nearest chemist:

Name

Phone number

Location

Will they deliver prescriptions? Yes No

Nearest post office:

Name

Phone number

Location

Nearest police station:

Name

Non-emergency phone number

In an emergency you should always dial 999.

Location

Leisure centre:

Name

Location

Library:

Name

Location

Doctor:

Name

Location

Phone number

Supermarket:

Name

Location

Phone number

Buses to city centre:

Location

Numbers

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر بڻت خوڻشه نه رجومه ي. نه م به لڱه نامه به وه رگريت، نڪانه به يوه ندي بکه به نه و ژمنه ي
خواره وه. نه م به لڱه به هه ر وه ها به شينوازي نوسراوي ڳوڻران، نه چيني ڳه زړه و بيان نه سه ر سي دي
هه به.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

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Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کریم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل،
بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123