



your home

Independence with peace of mind

Your guide to our visiting scheme manager service

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 visiting 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 visiting scheme manager

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

nearby and you're free to pop in and see them in office hours. But please bear in mind that your visiting scheme manager isn't office based and most of their time is spent out and about, checking on the well being of residents. However you can contact them on their mobile telephone. They will provide you with their number.

If you prefer to use the call system in your new home, depending on the call system you have, your call will be answered by either your visiting scheme manager or the 24 hour call centre.



How we can help

Your visiting 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. They'll call daily if that's what you need.
- 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 or block is safe, secure and well maintained by reporting problems to the relevant person.
- reviewing your support plan on a regular basis.
- offering advice, information and support, on a wide range of matters.
- setting up social activities, everything from theatre trips, to keep fit clubs. You get involved only if you want to.

Getting other, specialist support

There are lots of things your visiting 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
- collecting your shopping, pension or prescriptions – although your scheme manager may be able to 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 visiting scheme manager may work between 8.30am and 4pm each weekday, depending on where they are based. Your visiting scheme manager will confirm their working hours to you.

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 support. If your visiting 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 visiting 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 **0161 720 5802** 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 visiting scheme manager service?

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

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.

I need a repair to my home.

Who do I call?

One call to Northwards' Customer Service

Centre should get the problem sorted out. The number is **03000 123 123**. Please let your visiting scheme manager know if the problem continues.



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 I need help and the Scheme Manager isn't there?

If you have one, pull the cord in your flat, or press the button on your Warden Call Unit. This will put you through to First Call. They will help over the telephone or call a service for you.

Health and Safety

Warden Call System

These are regular checks on the Warden Call System as we need to ensure it is in proper working order.

No Smoking Policy

Northwards Housing operates a no smoking policy. This means that there is no smoking in any communal areas at the scheme.

Mobility Scooter Procedure

If you have a scooter, please store it in your home and not on the landings.

What happens if there is a fire?

If the fire is not in your flat, please stay put. However, if the fire *is* in your flat, you should make your way outside using the stairs.

Please do not use the lifts.

Scheme events & activities

Visiting scheme managers arrange a variety of events, activities and social groups. These include things like exercise classes, shopping trips, mobile library service - a bit of something for everyone! You are welcome to join in and be involved in any of the activities, which the visiting scheme manager will organise.

Your home, your details

We're delighted to welcome you to your new home!

Your visiting scheme manager is

Their office is (location)

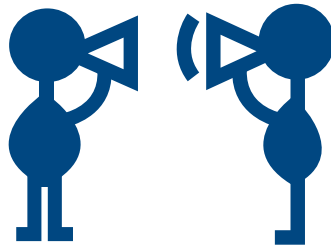
The telephone number is

Your views

Your opinions and suggestions are important to us.

You can get involved by:

- Attending quarterly resident meetings so you can have your say about the service.
- Attending the Retirement Housing Forum.
- Contributing to the scheme newsletter.
- Joining one of the other Northwards forums.



For more details on any of the above, please speak to your visiting scheme manager.

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, on CD, or a magnifier:

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 光盘备案。

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

هه گه ر بڻت خوڻشه نه رچوسه ي. نه م به لڳه نامه به وه رگريت، نڪانه به يوه ندي بکه به نه و ژمنه ي خواره وه. نه م به لڳه به هه ر وه ها به شپوازي نوسراوي ڳوڻران، نه چيني ڳه ژره و ڀان ته 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