



your home

Independence with peace of mind

Your guide to retirement housing

Available in large print, Braille and on CD

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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
- 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 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 **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 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 of approximately £12.00.

Who is responsible for communal areas?

Northwards Housing manage, maintain and set standards for the use of communal areas in the schemes. Communal gardens are maintained by contractors, but there are opportunities for keen gardeners to get involved.

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 scheme manager know if the problem continues.



Can I do my laundry there?

Most schemes have free laundry facilities, for resident use only.

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

Pull the cord in your flat or press the Warden Call button. This will put you through to First Call. They will help over the telephone or call a service out for you.

Where can I park my car?

There are spaces available within the boundary of the scheme.

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 or the scooter store and not on corridors.

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.

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

Please do not use the lifts.

There are weekly fire alarm checks and a fire drill every 3 months (where applicable).

Scheme events and activities

Each scheme has its own selection of activities and social groups. These include residents' gardening clubs/ exercise class/ breakfast club – something for everybody. You are welcome to join in and be involved in any of the activities at the scheme.

Your home, your details

We're delighted to welcome you to your new home.
Here is some useful local information:

Your scheme manager is

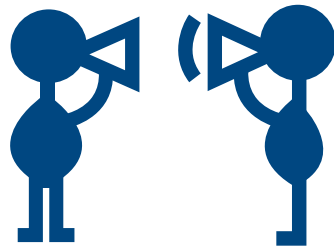
The telephone number is

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.
- Using the scheme suggestion box
- Joining one of the other Northwards forums



For more details on any of the above, please speak to your 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

ئەگەر پێت خۆشە نەرجۆمە ی ئەم بە لگە نامە یە وە رگرت، نکانە یە یۆه ندی بکە بە ئە و ژمارە ی خوارە وە ئەم بە لگە بە هە ر وە ها بە شۆرازی نوسراوی کۆیان، ئە چینی گە ژۆه و یان ئە سە ر سە ی دی هە یە.

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

I faddii aad rabto in dukumentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

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