



Your Sheltered Home



**west  
north  
west**  
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski  
Português • Soomaali • አማርኛ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

#### Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة ببلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، فم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

#### Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

#### Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوقس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

#### French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

#### Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانوو بەردی ناوچەکەتەووە (نییبه رهوود هاوزین ئۆفیس) بکە و ئەوان بە خۆپایە ئێو کارەت بۆ ددەکن.

#### Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

#### Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

#### Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

#### Tigrinya / ትግርኛ

ነዚ ጽሑፍዚ ብጅግንጅግን ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ግን ጽሑፍ) እንተደለኹ፣ ነቲ ናይ ኣካባቢኹ ናይ ኣባይቲ ቢትድሕራት ደውሰሎም፣ ነዚ ብነጻ ክገብሩልኹ ኢኖም።

#### Urdu / اردو

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے پھر پل باؤسنگ آفس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

**Our sheltered housing aims to provide you with a supportive and caring environment for an independent lifestyle. Living in sheltered accommodation means you have the freedom to come and go as you please with the added reassurance of always knowing that help is close at hand should you need it.**

**To help you settle into your new home, you will be supported by a warden.**



# What is a warden's role?

This will vary from scheme to scheme but a warden's main duties include:

- being responsible for the day to day running of the scheme;
- contacting you according to your needs. Keeping in contact with you is important as you can let your warden know if you have any problems or are feeling unwell. A warden cannot give nursing or medical care but will contact the relevant services on your behalf, if needed;
- advising you or helping you to arrange help if you require assistance with tasks such as shopping or cleaning;
- checking all communal areas and reporting communal repairs and required maintenance;
- ensuring your safety and well being. When unable to contact you, a warden's responsibility is to gain access to your home.

With your permission, a warden will hold a key to your property for emergency use only. The key will be locked in a safe and will not be passed on to any other person;



- showing you how the Care Ring intercom and alarm system works. A warden will also let you know how to access the 24 hour Care Ring Response Team when he or she is not available;
- testing the Care Ring pull cords in your home every month until new digital self-testing equipment is installed in 2010;
- keeping your personal information and details confidential;
- encouraging participation in activities such as coffee mornings, luncheon clubs and social evenings where communal facilities are available;
- treating any problems or concerns you discuss as confidential.

## Is there anything a warden is not responsible for?

Yes, a warden is not responsible for:

- giving nursing services or administering medication;
- lifting tenants after a fall. The appropriate people or services will be called. Depending on the circumstances this could be a member of your family, your doctor or the emergency ambulance service.
- general shopping or collecting prescriptions;
- providing any sort of home care services. A warden will help you contact the appropriate agencies as required.
- holding money on behalf of any social committee;
- dealing with your personal finances.

## What is a support plan and why do I need one?

A warden is part of a specialist team committed to delivering high quality housing related support. To ensure we provide you with appropriate support and assistance a warden will complete a support plan with you.

To identify and agree your priorities, a warden will work closely with you, your family and other agencies. We will assist you to access those services you may require to maintain your independence.

The support plan will be filled in within ten days of you moving into your new home. It will be reviewed on a regular basis. You have the right to a support plan review as often as you choose. Please let a warden know if there is a change in your circumstances or your personal information, such as next of kin or GP's details, so we can update our records accordingly.

We are required to record and monitor the services we provide to you, and to demonstrate that they are appropriate to your needs and wishes. Your support plan is a confidential document and information will not be shared with other agencies without your consent.

## Do I have any responsibilities as a tenant?

Yes, you should:

- report any repairs required to your property by telephoning 0800 915 1113;

- advise a warden when you are staying out overnight, going on holiday, or going into hospital or respite care. You can contact the Care Ring Response Centre and leave a message or ask a neighbour to tell a warden.
- provide access to your home for all safety checks;
- supply the warden with personal details which may be needed in an emergency. This includes names, addresses and contact numbers of relatives and doctors and also details of any medical conditions including allergies. Please advise a warden of any changes immediately.

## Does a warden have to visit me regularly in my home?

When you move into sheltered accommodation you can choose whether you would like the warden service between one to five days a week to suit your circumstances.

A warden will visit you on each day that you have requested, up to a maximum of five days a week. If you know that you will be out when your warden is due to call, you will need to let either a warden or the Care Ring Response Centre know.

If you do not require a visit, you will be asked to complete a No Visit form. However, you can change your mind at a later date. If this is the case, please contact us to let us know at the earliest opportunity.

Until new digital self-testing equipment is installed in 2010, your Care Ring alarm system will be tested on a regular basis.

# How does the Care Ring system work?

For your safety, your home is fitted with an alarm system. When you move into your home, a warden will show you how the intercom and alarm system works. If at any time you are unsure, please ask your warden.

When the regular warden is off duty, your alarm will be linked to the Care Ring Response Centre. By pulling the cord on your Care Ring unit or by pressing your pendant button, you will be connected to the Centre. This allows you to contact fully trained response operators 24 hours a day for advice and assistance that you may need in an emergency.

When the regular warden is on holiday or ill, a relief warden will carry out visits but these may not be as frequent. However, you will still be able to access the 24 hour Care Ring Response Team.



# What about access to the building?

Some schemes may have additional security in the form of a door entry system. This allows you to identify visitors who are at the main entrance before allowing them to enter the building. Never let anyone in who wants to visit a home other than your own. In the interest of security, please make sure you close and lock the door on your way out.



**If in doubt do not let anyone in.**

Fire doors should always be kept closed. For your safety, please do not prop open or block internal or external fire doors. Only use external fire doors in an emergency.

# How do I recognise bogus callers?

Most callers at your door are genuine but some are not! Bogus callers may claim to be from the council, gas or electricity companies, salesmen or professionals.

**Remember all West North West Homes staff and our contractors wear identification badges. Please ask to see them before letting anyone into your home.**

- Think before you open the door. Are you expecting anyone?
- **Always** ask for identification.
- Keep the chain on your door when you are in your home.
- Use your door viewer or look through a window to see who is at the door.
- If the caller does not have an appointment, phone their office to check their identification.
- If you have any suspicions, call the police. Dial 999.

Remember this is your home and you have the right to refuse admission.



# How do I report abuse?

Abuse is mistreatment by any other person, or persons, that violates a person's human and civil rights.

Abuse can happen anywhere: for instance, in a person's own home, in a residential or nursing home, in a supported living setting, a hospital or GP surgery, a prison, day centre or educational setting, within the workplace, or within the community.

If you or anyone you know is being abused, you can seek help through Leeds City Council. To report any type of abuse you can telephone the Contact Centre on 0845 125 4113 or call into any One Stop Centre across Leeds.



# What facilities are in the scheme?

Most sheltered schemes have a number of facilities and services for all tenants. These include communal rooms, small kitchen areas and laundries. Please treat these as part of your home but consider others when using these facilities.

## **Communal lounge**

If your scheme has a communal lounge, the tenants decide together what type of social and recreational activities are organised. A warden will be willing to give help and advice. You should check with a warden if you wish to use the lounge for a specific event to ensure that it is available.

Occasionally, the communal lounge may be used by outside organisations, for example West North West Homes or Social Services. Some organisations even provide keep fit classes. Such activities are booked with a warden, who will always take into account regular tenant activities.

## **Communal kitchen**

A communal kitchen is provided near the lounge so that refreshments can be prepared. The kitchen may also be available for use on special occasions or for luncheon clubs. Anyone using the kitchen is responsible for making sure that it is left clean and tidy.

## **Laundry**

Many of our sheltered schemes have a laundry on the premises where automatic washing machines and dryers are provided. These are solely for the use of tenants and community support staff. A rota system may be in place so you should ask your warden for details.

We do request that large bulky items such as quilts and bedspreads are not washed in the washing machines as they can cause damage to the machines.



## **Guest rooms**

In some schemes a guest bedroom is provided, at a small charge, for use by relatives or close friends visiting for short periods. Relatives visiting a sick tenant take priority in having the use of this room.

A warden will handle any bookings and payment. Tenants should make sure that the room is left in a clean condition when their visitors leave.

## Fire safety

Individual schemes will have their own fire procedures. For your safety, and the safety of others, a warden will make you aware of these.

All our furniture is flame resistant in order to meet fire regulations. It is for this reason that you must not place your own furniture in the communal areas.

## Lifts

Some of our schemes are equipped with a lift. The warden will instruct you in its use. **Please do not use the lift in the event of a fire.**

## Car parks

Most schemes have limited parking for the use of tenants and their visitors. However, we cannot guarantee a parking space for every tenant and cars are parked at your own risk. Where areas have been identified for the use of disabled tenants, we would ask you to respect this and not park in those areas. Please leave ambulance bays free at all times.

# Are there any other services?

Yes, there may be:

## **Hairdressing**

For your convenience, some schemes may have a visiting hairdresser. A warden will have details of this service, if it is available.

## **Cleaning**

Cleaners are employed to clean communal areas only. In most of our sheltered schemes, a contract window cleaner is employed to clean all outside windows and the inside of windows in communal areas.

Please note, wardens, cleaners or their relatives should not be asked to undertake additional paid work on your behalf.

## **Gardening**

Communal gardens are maintained on a contract basis to keep them neat and tidy. We encourage tenants to work together to maintain flowerbeds, tubs or pots.



# Is there anything else I should know?

## **Smoking**

All communal areas, including corridors, are no smoking areas.

## **Pets**

Where there is a communal entrance and communal facilities it may not be possible to give you permission to keep a pet. Generally, pets are not allowed to live in flats which do not have individual entrances. For further advice please contact your neighbourhood housing office.

## **Noise**

We would ask that you are considerate to your neighbours and keep the volume down on your radio, television or stereo, especially in the late evening and early morning.



## **Refuse disposal**

Refuse bins are provided and should be closed securely after use to keep the area clean. Any signs of vermin should be reported immediately to a warden.

## **Insurance**

Your home contents and personal possessions are not insured by West North West Homes. You are advised to insure your home contents by taking out a household contents policy. Your neighbourhood housing office has details of a low cost scheme arranged through Leeds City Council, allowing you to pay your insurance with your rent. However, many other organisations offer cover.

## **Doctors**

If you do not have a doctor in the area, or you wish to change doctors, please speak to a warden who will be able to give you names of local doctors.

# Family and friends

We hope all our sheltered tenants will enjoy independently living within the scheme. You each have your own home with your own front door but you also have the security of knowing that help is at hand in an emergency.

We also hope your family and friends will continue to help and support you as previously and are welcome to visit. A warden, or any other member of staff, cannot take the place of your own family and friends but they will be available to advise and support on housing related matters.

# Supporting People

From April 2003 a new system, Supporting People, was introduced to cover the cost of providing housing related support for services such as Sheltered and Supported housing. The introduction of Supporting People has brought about important changes regarding support charging. It is important to note that the paying of support charge was not part of your tenancy agreement and therefore cannot be changed because of the introduction of a new funding system.

- Tenants who moved into Supported housing before April 2003 who are in receipt of Housing Benefit will have their support charge paid for out of Supporting People funds.
- Tenants who moved into Supported housing before April 2003 who are not in receipt of any benefits will have the support charge paid for out of the Housing Revenue Account.
- These arrangements will be honoured for the duration of your tenancy. If you move it will be discretionary whether you have to commence paying the service charge. This decision will be made by the Leeds Supporting People Team.
- All households who move into Supported housing from April 2003 onwards will be liable to pay a charge for support costs.

If you want to know more about the assessment process you can contact the Leeds Benefits Service Joint Visiting Team on 0113 247 8626.

# Sheltered Housing Service Standards

- We will provide you with an accompanied viewing of your prospective new sheltered home.
- We will help assure your safety and security by providing a care ring alarm service.
- We will provide a warden support service and measure your satisfaction with the service provided.
- We will work to support vulnerable people to maximise their potential to maintain independent living.
- We will give you an opportunity to do a joint inspection of your complex internally and externally and raise concerns with us.

**If you wish to contact us, please do so by visiting us at:**

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,  
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,  
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,  
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,  
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,  
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113\*  
or Minicom: 0845 127 1113

\*standard charges apply when calling from a mobile



Email us on:

[wnwhl.enquiries@wnwhl.org.uk](mailto:wnwhl.enquiries@wnwhl.org.uk)

[www.wnwhl.org.uk](http://www.wnwhl.org.uk)



Visit us at:

Neighbourhood Housing  
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower  
Wortley Road, Leeds LS12 4PX



**Mixed Sources**

Product group from well-managed  
forests, controlled sources and  
recycled wood or fiber  
[www.fsc.org](http://www.fsc.org) Cert no. SGS-COC-005841  
© 1996 Forest Stewardship Council

