

## Supporting People

“Supporting People” is a grant that is paid to some people to cover the costs of the support service they receive. This covers a whole range of support services including some housing for older people.

If you are getting housing benefit then you may also receive a Supporting People grant. Your housing costs are still covered by housing benefit if you do get a Supporting People grant.

If you want more details on Supporting People then speak to your scheme manager or your Estate Management Officer.

## Concessionary TV licence

Some residents will be eligible for a much-reduced TV licence fee. The TV Licensing Authority and not Estuary provides this concession. There are strict rules about how you can benefit from the reduced fee.

If you are aged 75 and over you should be eligible for a free TV licence.

For more information about the concession please contact TV Licensing on 0870 241 6468 [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

## Electric wheelchairs & mobility scooters

If you are thinking of getting a motorised wheelchair or mobility scooter you must

obtain Estuary’s permission first therefore you should discuss this with your scheme manager. This will help to avoid any practical problems such as lack of storage or safety issues.

## Lounges

Communal lounges are provided for the use and enjoyment of our residents. We do welcome friends from outside.

## Pets

Generally cats and dogs are not permitted in our schemes. But please check with your scheme manager and ask for more details.

*If you feel these service guarantees have not been met, please tell us by contacting your Area Housing Manager. We will consider your views and try to address them as quickly as possible. Where we do make mistakes we will rectify them and do our utmost to ensure they are not repeated.*

***If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.***

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# HOUSING FOR OLDER PEOPLE



**Estuary is a housing association with Charitable Status**

**Service Guarantee 6**

Some of our residents live in homes designed or designated specifically for older people.

This leaflet is intended for those people living in schemes that have an on site scheme manager.

### You should read this leaflet if you live in:

- Cascades, Southend on Sea
- Oakham Court, Leigh on Sea
- Pembridge Court, Southend on Sea

### Your scheme manager

The role of our scheme managers is central to providing you with a quality service. The housing services team supports scheme managers.

### Our guarantee

- You will be provided with a safe and homely environment where residents are able to live independently.
- We will work with you, your relatives and other agencies to provide effective and caring services.
- There will be an out of hours service via an alarm system, which is managed by Central Control. A pull cord easily operates the alarm.

- We will encourage and support social activities for the benefit and enjoyment of you all. Your scheme manager is responsible for organising social activities.
- Wherever possible we will arrange activities to make the most of the communal lounge facilities.
- You can expect our scheme manager to keep in touch with you on a daily basis to ensure your well being, unless you choose not to be contacted. In limited circumstances when the scheme manager is not available you will be transferred to our emergency service.
- Your scheme will be clean and tidy. Your scheme manager will report any repairs to communal areas to our Property Services team.
- Our scheme managers are trained on health and safety issues and fire regulations.
- If you are a leaseholder you will receive a guide that will give information about your lease, your home and the retirement scheme.
- Every resident will receive information on the services and facilities within your scheme, your "welcome card".
- We can offer to provide you with advice and assistance on claiming housing benefit.

- We will consult you on any proposed changes to the services that we provide.
- You will be consulted on any contracts that we issue for gardening, cleaning or window cleaning.
- We will ask for your feedback on the services we provide.
- We will not give out confidential information to third parties unless we are obliged to divulge information to Social Services, the police, the local authority housing benefit department or unless you give us express permission.
- We want you to be involved in developing and improving our services. There are a number of ways to give us your views – please see the leaflet "Getting Involved & Consulting You".

### What we will not do

- Scheme managers do not provide nursing or day to day personal care, or act as home helps.
- Scheme managers will not give drugs or medicines or take responsibility for your valuables or the security of your home.
- We cannot offer a night sitting service or provide meals.