

Handbook for Residents of Sheltered Accommodation



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Welcome

This booklet is designed to tell you about living in our sheltered housing, and the services which the Home Safeguard team can offer you. We hope that you will find it useful.

The Home Safeguard team is made up of the Scheme Managers and Mobile Support Officers, who work out in the community, and the alarm operators who are based at Lymebourne House, Sidmouth. There is a Manager and Assistant Manager for Home Safeguard and the service is overseen by the Housing Business Manager based at the Council Offices, Knowle, Sidmouth.

If you have any queries or issues which you would like to discuss please speak to your Scheme Manager or Mobile Support Officer. Alternatively you can contact the Manager or Assistant Manager of the Home Safeguard team by:

Writing to: Home Safeguard
East Devon District Council
Knowle
Sidmouth EX10 8HL

Telephoning: **01395 519162** (for the Home Safeguard Manager)

Emailing: businessunit@eastdevon.gov.uk

You can contact the Housing Business Manager by:

Writing to: Housing Business Manager
East Devon District Council
Knowle
Sidmouth EX10 8HL

Telephoning: **01395 516551 ex 2432**

Emailing: businessunit@eastdevon.gov.uk

Best wishes.



Jill Johnson
Housing Business Manager

1. What is sheltered housing?

Sheltered housing is the name given to properties specifically for people who are older or have a disability or would benefit from the support of a Scheme Manager or Mobile Support Officer.

Sheltered housing provides:

- support, enabling you to live independently at home
- your own self contained accommodation
- security – alarm system for help in an emergency
- safe and secure surroundings – many of our schemes have door entry systems
- a scheme Manager or Mobile Support Officer who provides regular support
- extra housing related support when you need it
- a range of social activities in our community centres on many of our sheltered schemes.

2. Home Safeguard Alarm Services

All sheltered accommodation within East Devon is fitted with communication equipment. This enables you to contact your Scheme Manager, Mobile Support Officer, or a trained operator at the Home Safeguard Alarm Centre in Sidmouth. The equipment is activated by a pull cord fitted in each room of the property. You can also have a pendant alarm which you can wear around your neck, or wrist, or carry with you.



Scheme intercom box

There is a two way speech unit within your home and the Alarm Centre is manned by trained operators who are available at any time, day or night, 24 hours a day every day of the year. The system is installed in every room, giving peace of mind at all times.

If you activate the alarm a member of the team will call the emergency services (doctor, ambulance, police or fire) if they feel this is necessary. For non urgent issues they will call a family member, key holder or other named person for you if you need help or assistance.

All conversations you have with Home Safeguard over the alarm system are recorded.

This is so all calls can be replayed if there is ever any confusion over the content of the discussion or information. **All calls are strictly confidential between resident and operator.**

For emergencies Home Safeguard has its own stand alone power supply system so it will never be affected by power cuts or other service failures preventing it receiving calls from residents.

3. Location of our offices

The Alarm Control Centre and Home Safeguard Central Offices are located at Lymebourne Park, Sidmouth.

Some Mobile Support Officers and Scheme Managers have offices based on sheltered schemes around the district. These are usually in or near to the community centres on the schemes.



The Home Safeguard Alarm Control Centre

4. Scheme Manager and Mobile Support Officer Services

In East Devon we have two types of sheltered housing. The two main types are:

Scheme Manager Service

This is where a staff member, the Scheme Manager, lives on the sheltered scheme.

Mobile Support Officer Support Services

On these schemes the support is offered by an officer who is based on one scheme

or who travels from one scheme to another but does not live on any scheme.

The Scheme Managers and Mobile Support Officers work together as a team with the Home Safeguard Operators and staff to give support, security and peace of mind for you in your home.

5. What support can I expect?

The level of support you receive will be the same whether you have visits from a Scheme Manager or from a Mobile Support Officer. They are available to give residents housing related support on a daily basis, Monday to Friday. They will agree with you how often you need them to visit or call you on the system.

The Scheme Managers and Mobile Support Officers help residents to live independently within a supported environment. For example they can help with correspondence and filling in forms. If they are concerned about your welfare they can, if you agree, call a doctor, the emergency services, or a friend or relative.

You can expect the Scheme Manager or Mobile Support Officer to:

- visit you in your home on the days agreed with you, or contact you over the communication system
- respond to emergencies – they will call emergency services and speak to your relatives or carers if necessary.
- complete, with you, a Support Plan and Risk Assessment to establish what support you may require, and how you can live safely in your home
- give you advice on setting up home, maintaining your tenancy, claiming benefits and managing your finance
- have a friendly, sympathetic and practical approach to any problems you have
- help you with managing your health and well being by giving you advice and information and putting you in touch with other agencies such as Social Services, Benefits Agency
- help you keep safe and secure in your home and advise you on personal safety and security
- give advice on repairs, home improvements and adaptations
- encourage social activities and involvement with the community in the area and on the scheme
- act in a confidential manner at all times.

You cannot expect the Scheme Manager or Mobile Support Officer to:

- handle your money, pay your bills, or act as power of attorney
- help you with personal hygiene or give you nursing care
- do your shopping, collect prescriptions, or dispense medication
- do any housework, cook meals or provide drinks on a regular basis
- look after your pets
- open mail whilst you are away from your home
- regularly help you lock your doors or windows
- regularly report your repairs or carry out any repair work – we encourage all our residents to report their own repairs unless they are unable to do this themselves due to disability or illness.

First visit by the Scheme Manager or Mobile Support Officer

They will explain about:

- how to use the alarm pull cord correctly
- how to use the alarm intercom, demonstrate its use and issue an instruction card for you to use in future
- how to use a pendant correctly (if you have one)
- how to operate the central heating
- how to operate any door entry system to the property

- the fire procedure for the sheltered housing scheme
- the location of the community centre (if there is one on site) and inform you of any social events
- the location of local amenities, including shops, post office and doctors.
- make an appointment with you to discuss and complete your Support Plan and Risk assessment
- give you their mobile phone contact details
- help you to fill out the details on the last page of this handbook.

They will also:

- complete forms about personal information and contact details to send to the Home Safeguard Alarm Centre for the operators to access in case of any emergencies

6. Independent living record

Within a few weeks of moving into sheltered accommodation your Scheme Manager or Mobile Support Officer will spend time with you completing an **independent living record**.

This is used to identify any further help you may require in the home. This may include adaptations to the property such as a walk-in shower, or grab rails. It can be an opportunity for you to review how

safely you live within your home and consider any potential hazards there may be.

It will also identify what level of assistance your Scheme Manager or Mobile Support Officer can provide according to your individual needs. The record is reviewed every year or more frequently if your circumstances change.

7. Visits

You will have the opportunity to decide with your Scheme Manager or Mobile Support Officer how often you need them to visit. On days you do not have a visit they can arrange for you to be contacted on the intercom system if you wish.

Whatever you decide you can always use your intercom to call Home Safeguard where there is a trained operator available to speak to you 24 hours a day, seven days a week.

8. Adaptations to your property

If you are having difficulty managing at home because of a disability, we may be able to help. The types of aids and adaptations that are available include:

- hand and grab rails
- lever taps
- stair lifts (in some circumstances)
- level entry showers
- access ramps
- alterations to doorways
- changes to the heating systems.

If you think you could benefit from this service, you will need to contact **Care Direct, Devon County Council**. Your Scheme Manager or Mobile Support Officer can help you do this. Care Direct will be able to put you in contact with the Referral Co-ordinator for your area.

Before we can carry out any work your needs will be assessed by an Occupational Therapist, who will make a referral to the Council's Housing Services team to carry



Shower with adaptations

out any required work. The Housing Services team will inform you of the outcome of that assessment and the timescale in which they expect the work to be done.

8. Important personal information

When you move into your new property it is important to let us know any relevant medical details, and the name and address of your doctor, next of kin or someone we can notify in an emergency.

We provide all our residents with a Medi Bottle which is a nationally recognised system for identifying vital information about a person in an emergency. Most

people keep this in their fridge which is where all the emergency services and support services will look first.

Please make sure you keep up to date the information you have told us and the information in the Medi Bottle, and let us know of any changes. This information will be treated as confidential and only used in an emergency.

You can ask to see information we hold about you.

You have the right to see:

- a. all our policies relating to housing issues including allocations, exchanges and any other housing related issue
- b. certain personal information we hold to do with your tenancy or housing application.

- c. a copy of your Support Plan and Risk Assessment.

We may charge you for copies of these details. You will need to make a formal request in writing to see any information we have.

9. Security and keys

If you wish you can give your Scheme Manager or Mobile Support Officer a spare key to your property which they will keep safe in a locked cabinet (either in the Scheme Manager's or Mobile Support Officer's office or in the central office). We would also encourage you to consider giving a spare key to a local friend or relative.



Key safe

Many of our properties are fitted with a 'key safe', a small secure safe fixed to the outside wall where you can keep a key and which is opened using a personal code. You should let Home Safeguard know the code. They will only pass it on to the emergency services for them to use if required. If your property does not currently have a key safe it will be included in an on-going improvement programme to have one fitted. Ask your

Scheme Manager or Mobile Support Officer for more details.

The Scheme Manager or Mobile Support Officer will not enter your property unless:

- there is concern for your personal well-being following an emergency call by you
- they have been alerted by genuine concern of your neighbours who may not have seen you for some time
- relatives, friends or regular visitors are worried that they cannot contact you at times when you would normally be at home.

We will always try to contact you first by the intercom system or telephone. Before entering your property the staff member will inform Home Safeguard Alarm Centre they are doing so. If you do not want our staff to enter your property in an emergency you will need to indicate this on your Support Plan.

10. Door entry system

Where possible blocks of flats in sheltered accommodation are fitted with door entry systems to give added security for residents. You will be provided with a 'pak' key, a small plastic key, to open the door. The doors must not be left open and should be kept closed at all times.

The door entry panel is situated on the wall near to the entrance. You will be shown how to use the system when you move into your property and each panel is fitted with instructions for your visitors.

Remember:

- do not open the door to anyone else unless you want to
- check caller's identity card and phone the company or agency to check their details (look the phone number up in the directory – do not use the number on their card as this may be fake)
- do not let callers in who say that they want to visit someone else (unless you have been asked to do so)
- if you are worried, just use the pull cord to call the Scheme Manager, Mobile Support Officer or Home Safeguard Operator

11. Maintenance of pull cords, pendants and smoke alarms

Scheme Managers and Mobile Support Officers will ensure the pull cords and pendants are tested on a regular basis and any faults are attended to promptly.

The smoke alarms in your property are linked to the Home Safeguard Alarm Centre. So in the event of a fire the

smoke alarm will be activated and automatically call the on-site Scheme Manager or Mobile Support Officer, if on duty, or alert the Home Safeguard Alarm Centre.

The smoke alarms are cleaned and serviced once a year.

12. Pets

You may keep a domestic pet or pets in your home but they must be well cared for and kept under strict control. We ask that you give careful consideration to the type of pets you have, whether your home is suitable for them, and the effect they may have on your neighbours.

If any pet causes nuisance, annoyance, damage or a public health risk to anyone in the local area we can ask you to remove

it, or take action for breaching your tenancy agreement.

Scheme Managers and Mobile Support Officers cannot assist you with caring for your pets.



You may keep domestic pets

13. Cleaning of communal areas

Residents living in flats with share communal areas, such as hallways and staircases, are asked to keep them clean and clear of any obstructions. Please do not leave any litter or allow any pets you have to foul these areas. If there is a community centre available for residents to use, please make sure that this is also kept clean and tidy.

We appreciate that within our sheltered schemes it may be more difficult for some residents to clean these areas, and therefore we currently provide a top up cleaning service, usually on a weekly basis. We also clean the communal windows in these areas every three months. However it is your responsibility to arrange for the cleaning of your own windows.

14. Community centres

Some of our schemes have a community centre for all residents to use. Many of these schemes will also have a Social Club, run by tenants. Please ask your Scheme Manager or Mobile Support Officer for further details.

If you wish to book the community centre for a private function please speak to your Scheme Manager or Mobile Support Officer. Outside groups can also book to



Christmas meal at a community centre

use the community centres when they are not being used by residents. We try to ensure that all group using the centres are sensitive to the residents living on site.

15. Guest bedrooms

Some of our sheltered housing schemes have guest bedrooms which can be used by your relatives or friends. Guests may stay up to a maximum of two weeks.

Bookings to use the guest bedroom can be made through your Scheme Manager or Mobile Support Officer. Guests must pay a nightly charge to the Scheme Manager at the beginning of their stay. A receipt will be issued. Cups and a kettle are provided, but no cooking facilities. Pets are not allowed.

If you would like further details about the location of our guest bedrooms please

16. Concessionary television licence

As a resident of a sheltered housing scheme you may be eligible for a television licence at a reduced fee. The concession is provided by the TV Licencing Authority, not by East Devon District Council. If you moved in after 30 March 2003 it is highly unlikely that you will get a concession. Your Scheme Manager or Mobile Support Officer will be able to advise you as to whether you are eligible.

Your Scheme Manager or Mobile Support Officer will collect the money from you

Fire regulations indicate the maximum number of people allowed in the centre at any one time and these are displayed on the notice board inside the centre.



Guest bedroom

talk to your Scheme Manager or Mobile Support Officer.

on a yearly basis if you are eligible for a concessionary TV licence. We can only accept this money when paid by cheque, You will be given a receipt for payment.

If you do qualify for a concession and then move within your scheme or to another sheltered scheme you may lose your concession.

If there is a community centre with a TV then the scheme's Social Club is expected to pay for the licence.

Unless there is a communal aerial, you will be responsible for the installation (if required) and maintenance of a television aerial. You will need permission to put up a satellite dish or other receiving equipment.

17. Parking

On some schemes there is very little parking space available. We are not able to allocate dedicated parking to individual tenants and parking is on a 'first come, first served' basis.

We ask that you respect other residents when you park, leaving enough room for people to get in and out of their vehicles. Please do not 'reserve' a parking space for your own use or for that of your family or friends.

18. Gardens

If there is a garden with your property please ensure that it is kept neat and tidy.

We offer a garden maintenance service to tenants who are not able to maintain the garden themselves and have no one else who can help them. The scheme is a basic hedge and grass cutting service, and to qualify you must meet certain criteria. Please contact our **Housing Business Unit** on **01395 516551** for further details.

Some of our schemes have a communal aerial and in these cases we will be responsible for maintaining the aerial and ensuring that it can receive a digital signal.

If you feel that someone, either a resident or non resident, is misusing the parking on a regular basis, you can contact our **Estate Management Team** on **01395 516551**, who may be able to help. Alternatively speak to your Scheme Manager or Mobile Support Officer about your concerns.



A garden of one of our sheltered properties

19. Away from home

It is important that you let the Scheme Manager or Mobile Support Officer know if you are going to be out when they usually call. This is so they know all is well with you and do not raise any false alarms. Please contact them by ringing their mobile phone and leaving a message if necessary.

If you know that you are going to be leaving the property un-occupied for several days you will need to let the Scheme Manager or Mobile Support Officer know and where you can be contacted. If you are going on holiday they will need to know when you are due to return so they can start visiting and calling on you again.

20. Electric wheelchairs and scooters

If you are thinking about getting a motorised wheelchair or scooter due to mobility problems you should discuss this with your Scheme Manager or Mobile

Support Officer as they will be able to advise you on the required storage and safety arrangements for your property.

21. Gifts and gratuities (tips)

Our policies do not allow Scheme Managers or Mobile Support Officers to handle any residents' money.

We understand some residents may wish to show their appreciation of a Scheme

Manager or Mobile Support Officer by giving a gift. Any small value gifts will be recorded with the Council. Scheme Managers must not accept cash or high value gifts as this is contrary to their terms of employment.

22. If you feel you are being mistreated

East Devon District Council recognises the serious effect of elder abuse, which can occur irrespective of background and show themselves in different forms. It has a corporate commitment to deal with all forms of elder abuse and is committed to applying the principle of equality to all vulnerable adults.

The Housing and Social Inclusion Service has a policy on safeguarding older people and a copy of this can be obtained from the Home Safeguard Manager.

There are generally six areas of abuse of vulnerable adults:

- **financial** – someone obtaining money from you when you haven't given permission
- **physical** – someone striking you, pushing you around or physically hurting you in some way
- **psychological** – someone withholding affection, verbal abuse, bullying or demeaning you
- **sexual** – subjecting you to inappropriate sexual intimacy
- **neglect** – someone not taking care of your personal needs
- **institutional** – the practices of organisations that care for you may make it possible for you to be treated inappropriately.

People can mistreat, harm or distress others for a number of reasons, often unintentionally. These people may include:

- a family member
- a friend
- a neighbour
- a paid carer
- a health carer, professional or member of our staff
- a work colleague.

If you have any concerns please speak to either your **Scheme Manager, Mobile Support Officer** or to the **Home Safeguard Manager** on **01395 578237**.

If any Scheme Managers or Mobile Support officers suspect abuse towards a resident it is their duty to complete a Vulnerable Adult Incident Form. This will include any observations, dates, times and supporting information. This form is placed in the resident's file, and a further copy is passed to the Home Safeguard Manager. Residents may discuss their concerns in confidence with their Scheme Manager or Mobile Support Officer or with the Home Safeguard Manager who will advise on the best course of action to take and support the resident in dealing with any abuse they are experiencing.

If we become aware of abuse, or a suspicion of abuse, we will support the people affected. In each case, we will always respect the rights and wishes of the individual.

Depending on how serious the issue is, we may involve other agencies, such as Social Services or the Police.

23. Supporting people - charging for housing support

You will have to pay:

- the rent for the property
- a support charge for the Home Safeguard service (see below)
- any other charges that may be linked to the property, for example for heating or water.

The support charge for the Home Safeguard service includes the monitoring service from Home Safeguard as well as calls and visits from your Scheme Manager or Mobile Support Officer.

You will not have to pay for the support charge if you are awarded Housing Benefit and you have claimed this as soon as you moved in.

You will have to pay the support charge if you do not receive Housing Benefit (even if you are entitled to it but chose not to claim).

You will have to pay all your housing support charges if:

- you have savings over £21,500
- you have income which is assessed as being above the threshold for entitlement to the Supporting People Fairer Charging funds.

You may get help towards your charges if:

- you do not earn much money and do not have savings of £21,500 or more
- you are getting Housing Benefit

This help will be paid as a grant from 'Supporting People'. Any grant you receive from Supporting People is paid directly to East Devon District Council.

To see if you are eligible for any grant from Supporting People you will need to fill out two forms, a 'Fairer Charging' form and a data consent form. You will be sent these forms soon after your tenancy begins.

What you will have to pay will differ according to where you live and what benefits you receive. Once you have completed the Fairer Charging form it is sent to Supporting People, who may need to visit you at home to make an assessment. The result of this will be that Supporting People may pay all or part of the support charge. If Supporting People do not pay for your support service, you will have to pay for it yourself.

If you are not happy with the assessments you can appeal or ask for them to be done again. We are able to give you further advice and help with completing any forms. Please speak to your Scheme Manager or Mobile Support Officer, or our Home Safeguard team.

24. The future of sheltered accommodation in East Devon

Our overarching aim should be to ensure that older people are well housed, enjoy a good quality of life and are seen as an important part of achieving thriving, balanced communities. The paper 'Housing Services for older people', presented to the Housing Review Board in September 2007, sets out our commitments. The Housing Strategy 2008-2011 contains a section on the specific housing and support needs of older people.

Over a quarter of our housing stock is currently designated as 'sheltered'. However there are now an identified number of tenants living in sheltered housing who have no support needs or choose not to accept support. They are fit and active people over 60 years of age who live quite independently.

Supporting People provides funding to East Devon District Council to help pay for the sheltered housing service. They will not pay for housing related support to be provided for clients with no support needs.

Also the Housing Stock Options Appraisal in 2005 identified a need to decommission, reuse, redevelop, or dispose of some of our sheltered housing which could not be made 'fit for purpose' at reasonable cost.

Therefore we are about to undertake a project to look at agreeing a series of criteria and method for deciding which schemes may be decommissioned in the future. We will be involving tenants in agreeing these criteria and will consult widely before making major changes.

'Decommissioning' sheltered housing is about changing its current designated use and removing the housing related support from the scheme or units of accommodation. It would give greater flexibility in allocating the property to different client groups. We could still use the decommissioned properties for older people who do not require support, or we could use them for non elderly households. It is important that each scheme is considered carefully taking into account the needs of current tenants, the demand for accommodation there, and the design of the properties.

We estimate that up to 25% of our current sheltered housing may need to be decommissioned and have allocated £4.3 million to fund work to bring our schemes up to a standard which will meet future expectations.

25. What you can expect from the Housing and Social Inclusion Service

For all tenants

The Council will ensure that:

- you are treated in a friendly and courteous manner
- staff listen carefully to you, agree an appropriate course of action to meet your needs, and let you know how long this may take
- staff do not make promises which cannot be kept
- staff and contractors always wear an identity badge and, if telephoning, tell you the name of the person you are speaking to
- work is carried out to a high standard
- representatives and contractors treat you with respect.

In return the Council will expect you to:

- treat staff, representatives and contractors with respect and not behave aggressively towards them
- provide all the information needed so that staff can help you
- consider getting involved with the Housing Service in some way.

For each new tenant

- Each new tenant will have:the opportunity to view the property with a Housing Officer.
- A sign up interview which covers the tenancy conditions and housing services.

- A copy of their tenancy agreement.
- A welcome pack.
- A copy of the Tenant Handbook.
- Information about the local area.
- Information about low cost home contents insurance.
- Information about how to get involved with the Housing Service.

For tenants living in our sheltered housing

Staff will ensure that each tenant:

- meets with the Scheme Manager or Mobile Support Officer when they move into the property
- has a support plan and risk assessment drawn up to meet their requirements
- knows how to access Home Safeguard, our control centre with 24hr operator cover, and use the internal alarm.

The Housing Customer Charter gives further details about the standard of service which you can expect from us. This can be viewed on our website www.eastdevon.gov.uk. If you would like to receive a printed copy please contact the Housing Strategy Unit.

26. Getting involved with the Housing and Social Inclusion Service

Tenant Participation contact details

Tel. **01395 517453**

Email: **tenantparticipation@eastdevon.gov.uk**

We are keen for our tenants to be involved, at all levels, in decisions regarding the management of the housing service.

There are a number of ways you can become involved, ranging from simply completing satisfaction surveys on our services (such as Repairs and Maintenance, or Estate Management), attending meetings Area Forum meetings or joining the Tenant and Leaseholder Customer Panel or one of our Service Review Groups.

The Options	Type of Involvement	Level of commitment
Responding to repairs satisfaction slips etc	Information Consultation	Low About 1-2 times a year
Area Forum meetings	Information Consultation	Low One meeting a year
Residents' Conference	Information Consultation	Low Once a year
Garden Competition		Low Once a year
Estate Walkabouts	Consultation Participation	Low About half a day once a year
Tenants Associations	Information Consultation Participation	Low/Medium 3-4 meetings per year
E consultation – consultation request sent by email	Consultation	Low/medium Every 2/3 months
Reading group	Consultation Participation	Low/medium 1-2 hours every 2/3 months
Telephone and postal surveys	Consultation Participation	Low/medium 1-2 hours every 2/3 months
Service Review Groups	Consultation Participation	Medium About 6 meetings a year
Tenant and Leaseholder Customer Panel	Information Consultation Participation	High 10 meetings a year plus reading and preparation
Housing Review Board	Information Consultation Participation	High 6 meetings per year plus reading and preparation

If you would like any further details about any of these options please contact our Tenant Participation Officer.

The Tenant and Council Partnership Agreement sets out how tenants can be involved with the Housing and Social Inclusion Service. A copy of the summary leaflet explaining the agreement is included with the Welcome Pack to all new tenants. The full agreement can be viewed on our website at www.eastdevon.gov.uk, or a

printed copy can be obtained from our Tenant Participation team.

There is a Sheltered Housing Service Review Group which monitors the work of the Home Safeguard Service. This group is made up of tenants and staff and meets approximately twice a year. If you are interested in joining this group please contact the Home Safeguard Manager on **01395 578237**.

27. Complaints

If you have a complaint about an aspect of the Home Safeguard Service please contact the Housing Business Manager on **01395 516551** ext **2432**.

If you have a complaint about any other aspect of the service, for example the standard of a repair or the way in which a neighbour nuisance problem has been dealt with, please write, email or telephone the officer concerned or their manager.

If you are still not happy please make use of the Council's complaints procedure, a copy of which can be obtained from the Complaints Officer by telephoning **01395 516551** or writing to East Devon District Council, Knowle, Sidmouth, Devon EX10 8HL.

Your personal information

Your Scheme Manager or Mobile Support Officer will complete this with you at their first visit.

Your Scheme Manager/Mobile Support Officer is:

He/she is available:

During this time he/she can be contacted by telephoning:

Outside these hours please use the alarm system in emergencies to contact Home Safeguard.

Emergency Contacts

Listed below are the details and contacts that you have given to Home Safeguard to use in an emergency. If these change at any time please make sure you let us know by telling your **Scheme Manager** or **Mobile Support Officer** or by phoning **01395 578237**.

Doctor:

Next of Kin/Emergency Contact

Name:

Telephone:

Security Code for Key Safe: (if applicable)

How to contact East Devon District Council services

East Devon District Council
Knowle, Sidmouth EX10 8HL

01395 516551 (main switchboard)
01395 516854 (Emergency Out of hours)
 Housing Service Fax: **01395 517508**

Opening hours
 8.30am – 5:00pm
 Monday – Friday

Website:
www.eastdevon.gov.uk

Department	Telephone	Email
Council Tax and Housing Benefit	01395 517446	benefits@eastdevon.gov.uk
Estate Management (for problems around council estates, nuisance and antisocial behaviour)	01395 516551 ext 2381 or 2396	estatemangement@eastdevon.gov.uk
Home Safeguard (for enquiries about sheltered housing, emergency alarm service)	01395 578237	businessunit@eastdevon.gov.uk
Housing Needs (for enquiries regarding council housing allocations, transfers, exchanges, garage rental)	01395 516551	housingneeds@eastdevon.gov.uk
Housing Strategy Unit	01395 516551	housingstrategy@eastdevon.gov.uk
Repairs and Maintenance	01395 517458	repairs@eastdevon.gov.uk
Rental	01395 517444	housing_rental@eastdevon.gov.uk
Streetscene (for enquiries about refuse and recycling, grounds maintenance, parks and gardens)	01395 517528	streetscene@eastdevon.gov.uk
Tenant Participation (for information about tenant involvement opportunities)	01395 517453	tenantparticipation@eastdevon.gov.uk