



WOKINGHAM  
UNITED CHARITIES

**WESTENDE**

# **RESIDENTS' HANDBOOK**

**May 2020**

**London Road, Wokingham,  
Berkshire, RG40 1YA**

Wokingham United Charities is a Company limited by guarantee  
(Company No. 5278018) and a registered charity No 1107171.

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# 1 COMMUNICATIONS

## 1.1 Foreword

This handbook provides you with information about occupying your flat at Westende and about Wokingham United Charities which has responsibility for its management.

This handbook together with the Letter of Appointment sets out the terms of occupation when allocated a flat.

The Trustees hope you will find the information helpful and that you will be happy in your flat and within the community of Westende

## 1.2 Staff

To contact the staff (the Westende Supervisor or Operations Manager) either call in at the office, or telephone **07598583513**. They are usually available Monday to Friday 8 am to 5 pm.

Out of hours (for Emergencies only) contact the monitoring service using the call system in your flat.

There is an emergency call system in every flat so that in the event of a sudden illness or a fall a Resident can get help quickly.

When the Westende Supervisor is unavailable the Emergency call system is switched to a central monitoring service.

In an emergency the Westende Supervisor or monitoring service will call for help and notify your next of kin.

The Westende Supervisor does not provide personal care and may not administer medication.

The Westende Supervisor also looks after the building. Residents should report any maintenance issues to the Westende Supervisor. Jobs will be prioritised and allocated to the appropriate contractor. Residents will be kept advised of progress.

You must in all respects observe and perform the reasonable requests and instructions of the staff.

No gratuity, gift or payment of any description may be offered to the staff and the staff cannot advise on, or become involved in, your financial affairs in any way.

Please respect the Westende Supervisor's off-duty time and privacy when she is in her own home.

### **1.3 Suggestions**

If Residents have any suggestion to improve Westende, please let the staff know and they will be happy to discuss at meetings with the Trustees.

## **2 TERMS OF OCCUPANCY**

### **2.1 Concern for other residents**

You are asked to occupy the flat and use the communal areas reasonably quietly and with consideration for the other residents.

### **2.2 Pets and wildlife**

The policy is that no pets are allowed. No exception to this policy can be made without the prior written permission of the Trustees

### **2.3 Absence from your flat**

If you go away for any period of time, even if it is just overnight, please tell the staff or the Monitoring Service in their absence. You must not be absent from the flat for more than 28 days in any consecutive period of 12 calendar months without the prior consent of the Trustees.

### **2.4 Smoking and vaping**

Smoking and vaping are not permitted in the lounge, hallways, landings or other communal areas. Smoking and vaping in the flats are discouraged.

### **2.5 Social media**

If you use social media such as Facebook or Twitter, please respect the fact that no views should be expressed about the charity, trustees, or other residents or staff. No pictures should be posted without the permission of the person in the photo.

## **3 HEALTH AND SAFETY**

### **3.1 Security**

You will be issued with two flat keys, and a fob which will give you access to all communal areas. Please do not get extra keys cut without first consulting Westende staff.

The use of chains and bolts on doors is not permitted and you may not change the locks.

Staff hold a pass key to the flats for emergency access during working hours. You may wish to consider installing a key safe for emergency access outside these hours.

The main door entry system is controlled in your flat. The Westende Supervisor will show you how to use this.

Each flat also has an Emergency Monitoring System. The Westende Supervisor will show you how this works. There are laminated instructions in each flat.

### **3.2 Doctors**

The name of your doctor must be given to the Westende Supervisor so that help may be obtained in an emergency. The local surgery for our area is Wokingham Medical Centre, 23 Rose Street, Wokingham RG40 1XS, 0118 9784566.

If you have health problems, it may be advisable to inform the Westende Supervisor, so in an emergency all relevant medical information can be given.

### **3.3 Emergencies and sickness**

In every flat and in communal areas there is a call monitoring system. In the event of an emergency, such as illness or a fall, a resident can get help quickly.

Please make sure the Westende Supervisor is notified if you are ill. This is particularly important if you are going into hospital or returning home from admission. If you require a pendant or wrist alarm the Westende Supervisor will supply one for you.

The Westende Supervisor needs to be given details of your next of kin, so they can be contacted in an Emergency. If any of their details change please let the Westende Supervisor know.

### **3.4 Fire Alarm**

A fire alarm system has been installed at Westende to comply with current regulations. Instructions on what to do if the fire alarm sounds are in an appendix at the back of the handbook.

Please do not wedge open Fire Doors.

The fire alarm is tested on a Wednesday morning.

### **3.5 Hazards**

These are small flats and the amount and size of any furniture in the flat must be appropriate. The Trustees may request the removal of any furniture or other items which, in their absolute discretion, is considered to be a fire risk or other hazard. In particular do not leave items on the landings, which are areas of higher than normal fire risk.

Paraffin or portable gas heaters are not allowed as they can be dangerous.

You should not interfere or make adaptations to the electrical supply to your flat.

Please make sure that all electrical appliances in your flat are safe and in good condition.

## **4 SERVICES**

### **4.1 Lounge**

The communal lounge and kitchen are for the use of all residents and their visitors. If you wish to book the lounge for an event, please check the diary in the office for availability.

## **4.2 Laundry**

The laundry is available for all residents. You may request an allocated time, but can also use the machines at other times when they are free. Please check the rota to ensure you are not using another resident's time. The laundry is available for use from 7am – 7pm. The washing lines are also available for all residents to use.

## **4.3 Guestroom and visitors**

The Guestroom is available at a charge for a relative or friend visiting. All bedding and towels are provided, together with a small fridge and tea/coffee making facilities. Please let the office staff know if you would like to book the room.

If you wish visitors to stay overnight in your flat please let the staff know.

## **4.4 Electricity**

The electric meter for the flat is located in the cupboard outside the flat's front door. Please make sure you read the meter the day you move in and inform your supplier.

## **4.5 Television**

There is no need for you to obtain a television licence as the Trustees hold a Communal Licence.

Satellite channels and broadband are available but any subscription charge incurred is the responsibility of the resident.

#### 4.6 Central heating

Each flat has its own thermostat which will turn the heating on and off. Thermostats have been fitted to the radiators so you can adjust the temperature in each room.

#### 4.7 General maintenance

The Trustees are responsible for the cleaning of all communal areas, external windows, car park and pathways.

The garden is for the use of all residents. The major work of grass cutting is the Trustees responsibility. You are more than welcome to help with the rest of the gardening and have your own pots.

#### 4.8 Repairs, alterations and decoration

The Trustees are responsible for internal and external repairs and redecoration of the flats and communal areas. However, if you would like to re-paint your flat yourself (**wallpaper is not to be used**) please first speak to the Westende Supervisor and ensure you obtain agreement in writing.

You must permit reasonable access for inspection of the flat and for repairs, improvements and redecoration to be carried out.

Workmen will not be allowed to enter your flat whilst you are out, without prior consent from you. An exception would be in the case of an emergency if access was required for repair.

You may not carry out or make alteration to the flat or alter the plumbing or electrical installation without the prior consent of the Trustees.

You will be liable for the cost of making good any damage caused to the flat by you (fair wear and tear and damage by insured risks excepted).

Please let the staff know of any defect or potential danger in the flat or in the communal areas as soon as possible.

Any work to your flat that the Trustees consent to must be undertaken by a contractor approved by the Trustees. No compensation for the work will be paid when you leave. If you wish to use your own contractor, friend or family members, you must obtain prior written permission from the Trustees.

#### **4.9 Lifts**

The first-floor flats can be accessed by lift. The lifts are for both residents and visitors to use. Instructions on how to operate the lift are printed inside each lift. Press the button on the outside to unlock the door. Do not use the lifts in the event of a fire.

#### **4.10 Parking**

There are a restricted number of car parking spaces at Westende. Car parking is limited to permit holders, contractors and people working for care organisations. Visitors may park for up to one hour only. Public parking is available at the adjacent Easthampstead Road East Car Park.

Residents may park in the Westende car park if the Trustees have given you a permit. The Trustees issue a limited number of parking permits. The Trustees reserve the right to withdraw the permit at any time. A charge may be made for the parking permit and there is no guarantee that a permit or space will be available.

Please keep the **No Parking** areas clear at all times to allow access for emergency vehicles.

#### **4.11 Mobility scooters**

You should first obtain permission from the Trustees before having a mobility scooter.

Mobility scooters should only be parked and charged in the designated area. The Trustees advise you to take out insurance, covering loss, damage and third-party liability.

The Trustees accept no responsibility for the loss of, or damage to mobility scooters.

#### **4.12 Rubbish and recycling**

Our policy for recycling follows the local authority's so may be subject to change. Residents will be advised if any of the arrangements change.

Communal bins are provided. Please ensure that any rubbish, food waste or recycling is placed in the appropriate container.

Nothing should be left for collection that is not placed in the container provided.

Please do not dispose of electrical appliances in the containers.

Please ensure cardboard boxes are broken up and folded.

The bins are cleaned at regular intervals.

## **5 GENERAL INFORMATION**

### **5.1 Complaints procedure**

Many people are reluctant to complain, but the Trustees can only resolve problems, and improve the service they offer, if you speak up when things go wrong.

If you have a complaint or a problem has arisen which cannot be solved by a discussion with the other party or the Westende Supervisor, the following procedure should be adopted:

- If the Westende Supervisor is unable to resolve minor matters, or if there is a persistent problem or matter affecting health and safety, the resident should refer this to the Operations Manager. You should be prepared to put your complaint in writing at this stage. All communications about complaints will be treated as confidential.
- If the Operations Manager is unable to deal with your complaint satisfactorily or if you have a complaint about staff employed by the charity you should write to the Chair of Westende Committee, with a request for it to be considered at the next Westende meeting.
- You will, if you wish be entitled to attend the meeting when your complaint is being discussed, accompanied by a friend or professional advisor.
- We will write to advise of the action taken to resolve the complaint and to notify you of the decision.

### **5.2 Insurance**

Westende has buildings and public liability insurance, but you are strongly advised to take out your own contents' insurance with public liability cover. The Trustees cannot accept any responsibility

for any loss or damage to your personal belongings or effects (or those of any visitor) at Westende.

### **5.3 Wills**

You are strongly advised to make a Will and Lasting Power of Attorney for Health & Welfare and Property and financial affairs. Please let the staff know where your documents may be found.

## **6 REVISIONS TO THE RESIDENTS' HANDBOOK**

In the interest of recognising and effecting desirable or operational changes the Trustees reserve the right to make reasonable changes or additions to the provisions in this Handbook. If they do so then a revised copy of the Handbook will be given to each Resident – who should then comply with such provisions that will supersede those of any earlier Handbook.

## **7 USEFUL INFORMATION**

### **7.1 Benefits**

If your income consists of the basic retirement pension and you have little or no capital you may be entitled to claim benefit, and a reduction/discount or exemption in your Council Tax.

[www.gov.uk/browse/benefits/entitlement](http://www.gov.uk/browse/benefits/entitlement).

The following organisations may be able to help you claim:

- Age UK 08006781602
- Citizens Advice Wokingham 0300 3301189
- Wokingham Borough Council 0118 9746000

## 7.2 Grants for individuals

Wokingham United Charities accept applications on behalf of individuals who are experiencing financial difficulty. Grants can be used for furniture, white goods, etc. Maximum amount is £500  
Please contact staff for more details.

## 7.3 Security

- The Code for the gate at the front of the building leading onto London Road – **01259#**
- The code for the gate by the laundry – **0125**
- The phone line in the lift is not connected, but in the event of an emergency push the alarm button, this will alert other residents.
- If you have a non-emergency matter you wish to discuss with the Police please call – **101**.

## 7.4 Medical assistance

If you require a Doctor out of normal hours phone -**111**

## 7.5 Electrical issues

- In the event of a power failure, having checked your trip switches are all up and other flats have no power, please call **105** to find out the phone number of your electricity supply.
- In the event of a power failure the main doors will not open automatically, to exit please turn the knob above the handle to the right and pull the door towards you.
- If contacted by your energy supplier to replace your electric meter which maybe out of date, please arrange a time with them to get it changed.
- Please contact your energy supplier if you would like to have a smart meter installed.

## **Appendix 1 - FIRE ALARM PROCEDURE**

- If a fire breaks out in your flat, do not attempt to deal with it yourself. Take a warm coat and leave immediately. Close your front door securely and activate the nearest Fire Alarm.
- If you hear the fire alarm, stay in your flat until you are told to leave by the Westende staff or a member of the Fire Service. Have warm clothes ready. **DO NOT** open your front door – it is fire resistant for up to 30 minutes.
- If you hear the fire alarm and are in a communal area leave the building immediately and go to the fire assembly point, in the courtyard, outside Flats 21-25.

Do not use the lift in case of a fire emergency

## Appendix 2 LIFT INSTRUCTIONS

- Ensure the lift door is closed properly
- Press and hold the g/↓ or 1/↑ button



- When you arrive at the floor release the button
- Please make sure the lift door clicks shut when you exit the lift.
- In the event of a power failure the lift has a backup battery. Operate the lift as above to return to the ground floor. press g/↓.

The lift will only go down



The alarm button is not connected to the call system. In the extremely unlikely event that during a power cut the back-up battery fails:

1. Please call the office on 07598583513 or Forestcare on 01344 786500 using your mobile.
2. Otherwise please bang on the glass or call out to alert another resident who can call for help on your behalf.
3. But as stated earlier do not use the lift in case of a fire emergency