



# The Housing Service Tenant Handbook (Sheltered)



**WOKINGHAM**  
BOROUGH COUNCIL

Approved  
By  
Involved  
Tenants



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## 1. Welcome

The Housing Service would like to welcome you. We are pleased to give you a copy of the new Sheltered Tenant Handbook, which could not be produced without the help of you, our valued tenants.

This handbook forms part of your Tenancy Agreement and is an important document and provides information on various matters that relate to your tenancy. It tells you what you can expect from the Housing Service and what is expected of you.

It provides information on a wide range of issues such as paying your rent, repairs and maintenance, neighbour relations, tenant involvement, and who you need to call if you want to request a service.

These and other useful phone numbers are listed in the back of the booklet.

Please keep this handbook in a safe place in your home, as you may need to refer to it for information at some point during your tenancy.

As a tenant of Wokingham Borough Council we hope that you will play a role in making your neighbourhood a desirable place to live for you and your neighbours.

If you have any questions or requests of the service, or are unsure of anything in this handbook, please do not hesitate to contact us. Contact details can be found in the Housing Service Contacts section in this handbook.

## 2. Introduction to Sheltered accommodation

The Sheltered Housing Service will provide all tenants with:

- Access to a Scheme Manager Monday to Friday.
- Peace of mind providing you with 24-hour support from a Scheme Manager and an out of hours emergency call centre.
- Respect for your own independence.
- Advice about other agencies and services who can support you.
- Communal facilities including a communal lounge, laundry and, in the majority of schemes, a guest room.
- Maintenance of communal facilities to a high standard.

### 2.1 Types of tenancy

Tenants in Sheltered Schemes are over 60 years old (only in exceptional circumstances will anyone under 60 be offered a property in a Sheltered Scheme, please call the Housing Service for more details).

Sheltered Scheme tenants are offered, as standard, a Secure (lifetime) tenancy. This will give full security of tenure for as long as you wish to hold the tenancy. The tenancy can only be brought to an end if a court order for possession is granted.

### **3. Sheltered Housing - What does it provide?**

#### **3.1 Communal facilities**

These may include a lounge/dining room, communal kitchen, laundry, hairdressing room and gardens/grounds. Please note that not all Sheltered Schemes have the same facilities.

#### **3.2 Assisted bathing/shower rooms**

In some of our schemes there are assisted bathing facilities on site.

#### **3.3 Guest rooms**

Guest rooms are provided so that residents' family or friends, who want to visit, can do so, for a small daily charge. Speak to your Scheme Manager for details and to book the room at your scheme. If your scheme guest facility is booked you can ask about the availability of nearby guest facilities.

#### **3.4 Scheme Manager Call Alarm**

The Scheme Manager Call Alarm can be used to call for assistance in an emergency situation, either by pressing your pendant or pulling on the red cords in your property. Your Scheme Manager offers support when he/she is on duty. At all other times calls will be dealt with by our out of hours emergency call centre.

#### **3.5 Door entry system**

Some of our schemes have door entry systems allowing you to give access to callers without going to the main front door. If you know the person calling you and want to let them in you will be able to do this.

Remember - please do not let anyone in you do not know.

#### 4. Your new home

When you are allocated a sheltered housing tenancy there are a few things we ask you to do. A Scheme Manager will assist you with this if required.

- You must make contact with your energy supplier, change your account address and get a final reading for your old property. Your Scheme Manager will assist you with the opening readings for your new accommodation.
- Let your Scheme Manager know the date you expect to move in so they can provide assistance to you from the day you move in.
- Allow your Scheme Manager to complete forms detailing your next of kin, emergency contacts and any medical conditions you may have so that we can support you if the need arises. Your Scheme Manager will explain the weekday call service.
- You will be shown how the Scheme Manager call alarm and door entry system works in your scheme.
- Your Scheme Manager will explain what to do if the fire alarm sounds.
- Your Scheme Manager will show you around the scheme, they can then advise you of what your scheme has to offer to you as a tenant and give you other information such as:
  - The location of your fuse box and stopcock.
  - Health and Safety procedures.
  - Heating, door entry/security.
  - Car parking.
  - Scheme lift.
  - Out of hours emergency call centre.
  - Keys and how to obtain replacements.
  - Repairs reporting.
  - Scheme laundry.
  - Scheme notice board.
  - Bin room and recycling facilities.
  - Guest flat booking and charges.
  - Social activities within your scheme.
  - Storage and use of mobility scooters.
  - Use of the communal lounge.
  - How to contact your rent officer if you have queries regarding rent.
  - Local amenities including shops and buses.

## **4.1 Support of relatives and friends**

By moving into sheltered housing we will give you the support and encouragement to enable you to continue to live independently into the future. Your friends and family play an important role in this and we would want you to encourage your friends and family to visit you as often as you wish.

We respect your privacy and will only discuss your personal circumstances with your support network if we have your permission to do so.

## **4.2 Mobility scooters**

There is very limited storage available for mobility scooters but we do have a programme to increase storage provision. If you do have a mobility scooter or are considering buying one you must agree with the Scheme Manager where the scooter may be stored safely. Due to health & safety considerations we cannot guarantee you will be able to store a scooter on site.

## **4.3 Pets**

Domestic pets are welcome at some of the sheltered schemes. Please speak to your Scheme Manager to discuss this further.

If you are given permission to keep a pet you will be expected to provide the Scheme Manager with details of the person or organisation who has agreed to be responsible for looking after the animal in the event of an emergency or you are unable to look after it yourself.

## **4.4 Paying your rent**

There is a specialised Rent Team working within the Housing Service that will support you from the time you sign your tenancy agreement. They will ensure that you are aware of the options to pay your rent and service charge.

#### 4.4.1 How much do I pay?

When you start your tenancy we will tell you how much rent and service charge you will have to pay. If you are entitled to Housing Benefit your Scheme Manager will advise you on how to complete the forms.

Your rent includes a service charge, this is for a service that is delivered in your Sheltered Scheme and the cost of the service is divided up and charged to each tenant living at the scheme.

Paying your rent is your responsibility, so please consider how you will pay it and set up regular payments, unless you are entitled to Housing Benefit. The options have been included in the table in section 4.4.2.

#### 4.4.2 Ways to pay your rent (if not entitled to full Housing Benefit)

<b>Direct Debit</b>	Please contact your Rent Officer to arrange a Direct Debit to be set up
<b>Pay Online – Pay It</b>	<a href="http://www.wokingham.gov.uk">www.wokingham.gov.uk</a>
<b>Telephone Banking</b>	We offer a 24 hour phone payment service – 0300 456 0505
<b>Payment Machine</b>	Located in the foyer of Wokingham Borough Council, Shute End. Available during Council working hours
<b>Online Banking</b>	Bank: National Westminster Bank Account Name: Wokingham Borough Council Sort Code: 60-24-21 Account Number: 68437730 Quoting Reference: Your Rent Account Number
<b>Standing Order</b>	Please contact your Rent Officer to arrange a Standing Order to be set up
<b>Rent Surgery</b>	Direct to your Rent Officer at Rent Surgeries (card payment only)

#### 4.4.3 Rent Arrears

If you are having trouble paying your rent and think you may go into rent arrears, you can contact the rents team on Tel 0118 974 6000 or speak to your Scheme Manager.



## **5. Your Sheltered Scheme Manager**

### **5.1 Role of Scheme Manager**

Sheltered Housing Scheme Managers are not carers; they deliver housing related support enabling tenants to live independently with privacy, dignity, security and fulfilment. They are aware of the range of agencies available and liaise with professionals in health and social care. All our staff in sheltered housing are required to report instances of suspected abuse or situations where residents appear not to be coping independently. All of our employees are checked by the Disclosure and Barring Service (DBS).

### **5.2 Scheme management and support**

Your Scheme Manager is responsible for the daily management of your sheltered scheme. They provide a daily call Monday to Friday to all tenants (if required).

Their role is to support you to maintain independent living liaising with other agencies as necessary. The Scheme Manager does not provide personal care, shopping or cleaning.

Out of hours or when your Scheme Manager is unavailable your scheme is covered by an off-site call centre. Their team will answer any emergency calls e.g. health problems, maintenance or repairs and will respond accordingly.

Your Scheme Manager will advise you of any communal activities that take place in your scheme and, if you wish, will introduce you to other tenants at the next coffee morning or other function.

The support your Scheme Manager offers you will change as the need arises, particularly if you are unwell and you may need extra support but the minimum standards you can expect from your Scheme Manager is:

- A daily call Monday to Friday as agreed with the Scheme Manager.
- Staff available Monday – Friday, during office hours, to offer support, advice or contact other agencies on your behalf.
- A weekly test of the building's fire alarm system to include the testing of the bell at a designated time.
- Building management and monitoring of contractors.

### **5.3 Scheme Manager hours**

The Scheme Manager is available Monday to Friday during office hours.

### **5.4 Sheltered Scheme management**

Scheme Managers are supervised by a Housing Manager who can be contacted on 0118 974 3773 during office hours if you have any situations which a Scheme Manager has been unable to resolve.

### **5.5 Absences from your scheme**

Tenants are asked to advise your Scheme Manager if you are going to be away from your scheme overnight. If you haven't told us you are going to be away and there is no reply (after your morning call for example) your Scheme Manager will enter your flat, after knocking, to check all is well.

### **5.6 Scheme cleaning**

Scheme Managers are responsible for the maintenance and cleanliness of the communal facilities including supervision of cleaning staff. If you have any concerns about the cleanliness of the building please report them to your Scheme Manager.

## 6. Anti-Social Behaviour

We define Anti-Social Behaviour (ASB) as when someone acts in a way which causes or is likely to cause harassment, nuisance, alarm or distress to one or more persons. This can include:

- Noise Nuisance
- Pet Nuisance
- Drug use or drug dealing
- Hate crime
- Domestic violence and abuse
- Arson
- Neighbour disputes
- Overgrown gardens
- Threatening behaviour
- Criminal behaviour
- Causing harm to any person

If you are the victim of Anti-Social Behaviour, or believe a tenant in your Sheltered Scheme is the victim of Anti-Social Behaviour, please report it to your Scheme Manager in the first instance.

If an Anti-Social Behaviour complaint is of a serious nature is made ((or becomes serious) the Anti-Social Behaviour Officer or Neighbourhood Officer will book an appointment to discuss with the complainant their concerns and complete a risk assessment. This appointment should take place within five working days of the initial contact.

The risk assessment will enable the Anti-Social Behaviour Officer to assess the extent to which a complainant/victim/witness is at risk of experiencing harm. This is to ensure they can tailor their actions and support appropriately and liaise with other agencies (if required) quickly and effectively.

You may be asked to keep a log to help us understand the severity/frequency of Anti-Social Behaviour you have reported.

## **6.1 Your responsibilities**

We expect our Tenants to be considerate towards your neighbours, respect your neighbourhood and make sure your guests do the same. You must comply with the conditions of your tenancy at all times.

## **6.2 Support for victims and witnesses**

The first and most important support we offer is to reassure you that, except in some very serious circumstances, the information you give us will be kept in the strictest confidence.

Our support services range from helping you to make a report or helping you give evidence in court. In very rare and serious cases, we will help you find a new home. The amount of support you need will vary depending on your circumstances and the types of ASB you have reported.

We will keep you informed of the progress of your case.

## **6.3 Reporting ASB**

If you wish to report ASB you can speak to your Scheme Manager, contact the ASB Officer or email our dedicated

ASB email address at [asbhousing@wokingham.gov.uk](mailto:asbhousing@wokingham.gov.uk)

## **7. Safety in Sheltered Schemes**

### **7.1 Health and Safety**

Scheme Managers are responsible for health and safety in the communal areas of the building and the external parts of the scheme. They will report any hazards they see. If you notice anything affecting your own personal safety or the safety of others please report them to your Scheme Manager.

### **7.2 Fire safety**

Managers are responsible for fire safety within the building. If the fire alarms go off other than at the arranged test time you must assume this is a real fire.

Sheltered accommodation operates a 'Stay Put and Rescue Policy' on the advice of the Fire & Rescue Service. You will need to take time to familiarise yourself with the fire notices displayed around the scheme. Your Scheme Manager will also assist you with this when you move in.

The 'Stay Put and Rescue Policy' is administered in Sheltered Schemes as it may be more dangerous for anyone to go back into a burning building to get people out who may have limited mobility, or they cannot transfer in and out of a wheelchair. Attempting to evacuate a building with dependant individuals may, in fact, be a bigger risk to your safety.

Throughout our Sheltered Schemes we have fire doors, which close automatically in the case of a fire. If we need to evacuate you from the building we will do so on the advice of the Fire & Rescue Service. Once the alarm or fire has been dealt with the alarm will be silenced by the fire officer and the fire panel reset by your Scheme Manager.

## 8. Repairs and Maintenance

Any communal repairs that are required in your Sheltered Scheme will generally be reported by your Scheme Manager. Communal areas include the Scheme lounge area, kitchen, corridors, any garden areas, guest rooms and laundry.

You are responsible for any damage or repairs caused because you (or anyone living with or visiting you), have not looked after your home properly. If we have to carry out repairs to your home in these circumstances you will have to pay our costs reasonably incurred.

You are encouraged to report any repairs required to your home direct to the Housing Service. If this is not possible please contact the Scheme Manager who will report the repair on your behalf. You should be given a convenient appointment (unless it is an emergency repair in which the repair will be dealt with as soon as possible).

If your Scheme Manager is not available, you can call the Housing Service Repairs Team. If your Scheme Manager is not on site, and if the repair is an emergency, please pull your cord. This will be answered by the emergency call centre.

The numbers to call can be seen in the table below:

Where to report your repair	Times available	Contact number
Repairs Helpdesk (non-heating)	8.30am to 5.00pm Monday to Friday	0800 515 287
Heating Repairs Helpdesk	8.30am to 5.00pm Monday to Friday	0800 389 8789
Emergency Repairs Helpdesk	Outside of the hours above, including all weekends and bank holidays	0800 515 287

The Housing Service aims to complete repairs and improvements quickly, efficiently and to agreed targets, which can be seen in the table below:

<b>Priority 1</b> Emergency (3 hours)	There is an immediate and serious risk to people or property (make safe and secure only)
<b>Priority 2</b> Urgent (2 Working Days)	A serious risk to people and/or property is likely to develop if action is not taken quickly
<b>Priority 3</b> Routine (15 working days)	There is a lower risk to people and/or property
<b>Priority 4</b> Non-urgent/Planned (40 working days)	Items must be pre-ordered or made to measure
The length of time it takes for us to do your repair will depend on the type of problem. We will respond fastest to damage or breakdowns where there is a risk to health & safety or the property.	
The Repairs Help Desk operator will inform you of the priority given to your repair.	

### 8.1 Employee & Contractor Identification

All of our employees and contractors are required to carry official identification and show it to you before they enter your home. Please ensure you check the identification of anyone you do not know who calls at your home. If you have any concerns over a visitor's identity do not let them into your property and call your Scheme Manager using the intercom.

## 9. Tenant Involvement

The Housing Service is committed to creating vibrant communities. The Housing Service provides a number of involvement opportunities to suit your individual needs.

Getting involved with the Housing Service will enable you to have an input in how the service is planned, delivered and monitored. You can help improve the quality of life for you and others in your home, neighbourhood and the local community whilst gaining knowledge and experience along the way.

The Involvement and Improvement Team is responsible for encouraging tenant and leaseholder involvement across the borough. The team works very closely with the Involved Tenants, tenants and leaseholders of the borough to ensure that everyone has the opportunity to have an input into how the service is provided.

The Housing Service provides a number of involvement opportunities to suit your individual needs. If you can spare a few minutes or even a few hours each month then one of these opportunities could be for you.

Contact the Involvement and Improvement Team for more details (contact details can be found in the Housing Service Contacts section of this handbook).

### 9.1.1 Surveys

From time to time, the Housing Service will carry out satisfaction surveys to identify your views with a specific area of the service. Your response and views are used to improve and raise our standards.

### 9.1.2 Facebook

The Housing Service has opened a Facebook social networking service, a different way in which you can contact and connect with us. Look us up and like us on Facebook to receive regular updates on what is happening within the Housing Service. Search for 'Tenant Services Wokingham Borough Council' from your Facebook page to find us.

### **9.1.3 Phone, email and letters**

All feedback that the Housing Service receives from tenants and leaseholders is invaluable. You can contact us, email us or write to us with any views, comments, complaints or feedback you may have. For all contact details please see the Housing Service Contacts page at the back of this handbook.

## **9.2 Tenant and Leaseholder Involvement Meetings**

### **9.2.1 Focus Groups**

The Housing Service organises focus groups and will invite tenants and leaseholders along to review specific areas of the service.

### **9.2.2 The Tenant and Leaseholder Involvement Annual General Meeting**

All tenants and leaseholders are invited to attend the Tenant and Leaseholder Involvement Annual General Meeting; this is held in April each year. This is an opportunity to celebrate the achievements of the past year and look forward to priorities for the forthcoming year.

### **9.2.3 Tenant and Landlord Improvement Panel**

This panel consists of Involved Tenants, staff and Councillors who meet once a month to ensure continuous improvement in the Housing Service and to advise and scrutinise strategic plans and issues, budgetary issues, policy and procedures.

### **9.2.4 Communications Group**

This group meets regularly (dependent on deadlines) to prepare and produce Housing Matters and to proofread all general publications and letters (not individual letters to tenants or leaseholders). The group ensures that documents are in Plain English and tenant and leaseholder friendly. They also monitor the Housing Service sections of the website.

As part of the Communications Group, there is also the Reading Panel. This is a group of tenants and leaseholders who look at our draft documents from time to time to check that they are informative, easy to read and understand, attractive and appealing.

### **9.2.5 Neighbourhood and Communities Group**

This group meets monthly and monitors and reviews the standards of the Housing Service about our Neighbourhoods and Communities e.g. Anti-Social Behaviour, Neighbourhood Management and Community Houses.

### **9.2.6 Repairs and Maintenance Group**

This group meets monthly to monitor the day to day repairs and maintenance service, the Decent Homes programme across the borough as well as monitoring other contracts such as grounds maintenance and gas servicing.

### **9.2.7 Attend a Group as an observer**

If you are unsure whether signing up to one of the Involvement Groups is for you, you are welcome to come along to one of the meetings as an observer. This will give you the chance to see first-hand how the groups operate and how they help shape the service.

Contact the Involvement and Improvement Team for more details (contact details can be found in the Housing Service Contacts section of this handbook).

## **9.3 Getting involved in your local neighbourhood and community**

The Involvement and Improvement Team organises various events throughout the year in which all of our tenants and leaseholders can get involved. These events allow our tenants and leaseholders to help the Housing Service improve the standard of your neighbourhood. Some of the events that are held throughout the year are listed below:

### **9.3.1 Housing/Rent/Benefit Surgeries**

Housing Officers and Rent Officers hold Housing, Rent and Benefit Surgeries each month giving tenants and leaseholders the opportunity to speak to your Housing or Rent Officer and raise any issues that affect you and the area in which you live.

### **9.3.2 Walkabouts**

You are invited to join the Housing Service, Involved Tenants, other Wokingham Borough Council services, Thames Valley Police and other agencies on the Walkabout around your local area. Walkabouts give you the opportunity to have your input and raise issues that affect you and the area in which you live.

### **9.3.3 Community Fun Days**

Community Fun Days are open to all tenants, leaseholders and local residents and take place across the borough. They offer a range of free and fun activities for the whole family. WBC and other agencies also attend to promote the work and support that they provide.

### **9.3.4 Local and borough wide events**

The Housing Service holds local and borough wide events throughout the year which all tenants and leaseholders are invited to attend. The Involvement and Improvement Team also link in with other Wokingham Borough Council services and partner organisations that organise events throughout the year, which you will be invited to.

All of the Housing Services events are listed in the quarterly Housing Matters magazine that is sent to every tenant and leaseholder.

### **9.3.5 Making sure you are not out of pocket**

Any Involved Tenant or leaseholder on the Tenant and Landlord Improvement Panel or a Involvement Group is able to claim for out of pocket expenses for example, car mileage and fares for public transport. These claims are at the discretion of the Tenant and Leaseholder Involvement Team. Receipts will be required for all expense claims except mileage.

Transport is also organised on request for anybody who requires this to attend any events, meetings etc.

## **9.4 Community Facilities**

### **9.4.1 Residents Resource Centre**

The Resident Resource Centre is located at 10 Targett Court, Winnersh, Berkshire, RG41 5HP.

The Residents Resource Centre provides:

- Advice, support and guidance on any housing or community related matter.
- A direct link to the Involved Tenants and Leaseholders and the Tenant and Leaseholder Involvement Team.
- A venue for tenants' and leaseholder meetings.
- Computer access for Involved Tenants and the wider community.
- Rent and Housing Surgeries.
- Venue for training.
- Venue for Tenant and Leaseholder Involvement activities and events.

Any residents of the borough can pop in to report any housing and community issues. The Residents Resource Centre is open Monday to Friday, 10.00 am until 4.00 pm subject to diary commitments.

### **9.4.2 Community Houses/Flats**

The Housing Service provides 2 community houses at:

- 17 Billing Avenue, Finchampstead, Berkshire, RG41 4JE.
- 36 Frensham Green, Shinfield, Berkshire, RG2 8EH.

Each house or flat is managed by a member of the Wokingham Borough Council Community Development Team. These facilities provide:

- A direct link to the Community Development Team.
- A variety of community activities and learning opportunities for adults and young people.
- Rent and Housing Surgeries.
- PCs and Laptops with free internet access.

## **10.Frequently Asked Questions**

### **10.1 How are the charges for my home made up?**

Your scheme charges are made up of the following:

Rent – This covers repairs, maintenance and improvements and housing management functions. These charges are eligible for Housing Benefit purposes.

Service Charge – This covers communal aspects of the scheme and Scheme Manager's services. These charges are eligible for Housing Benefit purposes.

Heating Charge - This covers heating to individual properties. These charges are not eligible for Housing Benefit and so even if you are entitled to Housing Benefit you will not receive it to help with this charge.

Water Charge – This covers water to individual properties. This charge is not eligible for Housing Benefit and so even if you are entitled to Housing Benefit you will not receive it to help with this charge.

### **10.2 Do I have to pay Council Tax?**

Yes, but when you make a claim for Housing Benefit you can also make a claim for Council Tax Benefit. If you are not entitled you must make payment to the Council – if you live alone you will be entitled to a 25% discount on the stated amount, which you must claim.

### **10.3 Can I use the communal lounge for a private function?**

You can use your communal lounge for private functions e.g. birthdays or wedding anniversaries. Please see your Scheme Manager for details and to book a communal lounge.

**10.4 How do I get extra keys and door fobs?**

You can have extra keys cut but you will need to contact your Scheme Manager to obtain these. There will be a charge for extra keys and fobs.

**10.5 Can I put my own carpet in my flat?**

Yes, we do not supply this.

**10.6 Can I make alterations to my property?**

Alterations to your property can be made but you need to obtain consent to do this. You must first inform the Housing Service if you wish to make an alteration to your property. Your Scheme Manager can assist you with this.

**10.7 Can I have my own cooker and fridge?**

Yes, we do not supply white goods – there is no connection for gas cookers in some sheltered accommodation.

**10.8 How do I obtain satellite TV?**

The majority of our sites have communal satellite dishes and digital aerials. If you wish to subscribe to Sky you should contact them on 0870 580 0874. We suggest that you confirm with the Scheme Manager the type of aerial system on site and pass this information to Sky. You are not permitted to erect other satellite dishes around the scheme without permission.

**10.9 Where do I park?**

There is no designated parking within sheltered housing. All parking is on a first come first served basis. Friends and visitors are also permitted to park in the car park whilst visiting you.

**10.10 What happens when I need extra support or care?**

Support planning carried out by your Scheme Manager should identify any changes in your care and support needs. If your support needs change, our Scheme Managers will help to accommodate them. Additional support can be provided by outside agencies if required.

**10.11 What if I need help claiming benefits?**

Our Scheme Managers can help you with general form filling, but it may be more appropriate to refer you to a benefits team member who will be able to assist with claims for benefits such as Housing and Council Tax Benefit.

**10.12 Can I use the laundry at any time of day?**

Yes, but we ask that tenants do not use the laundry after 8pm at night in consideration of tenants living close to or above the laundry. Tenants are reminded that the washing and drying equipment provided in sheltered accommodation is solely for the use of residents. Relatives are permitted to use the facilities only for the purpose of helping residents with their washing

**10.13 Do I need household insurance in Sheltered Accommodation?**

Whilst all our sheltered buildings are insured, your individual flat contents cannot be included in our policy. We advise you to take out your own contents cover. The Housing Service operates a Tenants' Home Contents Insurance Scheme. This scheme is geared towards your needs at affordable weekly premiums.

If you would like some more information or would like to join the Tenants' Home Content Insurance Scheme, please see you Scheme Manager for details.

**10.14 What if I need a repeat prescription?**

Repeat prescriptions are you or your family's responsibility. In many cases a home delivery service can be set up by the doctor's surgery and, if not, your local chemist may be able to. Only in emergency situations or sudden illness is your Scheme Manager permitted to organise the collection of an urgent prescription.

**10.15 What if I need a Doctor to visit?**

If you require a home visit by your Doctor, you should ring the surgery in the normal way. In an emergency or sudden illness please use your pull cord or pendant for assistance.

## **11. Comments, complaints or compliments**

### **11.1. Feedback**

We value all kinds of feedback and positively encourage you to let us know what you think about the services we deliver, so that we can recognise the things that we do well and try to put right the things we don't do so well and improve our services.

### **11.2 What is a comment?**

Comments are usually suggestions about how the Housing Service can make our services better. We continually look to improve our services and we are open to all reasonable suggestions.

### **11.3 What is a compliment?**

A compliment is usually when a tenant, leaseholder or service user is happy with the service we have provided, or when we have gone that extra mile. It is good to receive positive feedback as it shows us what we are doing well and what we need to continue to do.

### **11.4 What is a complaint?**

A complaint is when you tell us you are not satisfied with the quality of the service or if we have failed to do something. Complaints can be received from individuals or from groups of tenants, leaseholders or other service users.

### **11.5 Your feedback is a great way to help us improve our service to you**

You can make a comment, compliment or complaint in the following ways:

- Visit the reception desk at Shute End and give details to a member of staff.
- Fill in the online form which can be found at: <http://www.wokingham.gov.uk/housing/council/tenancy/tenants/form/>
- Write to: Customer Care Officer, The Housing Service, Wokingham Borough Council, Shute End, Wokingham, RG40 1WN.
- Send us an email to [housing@wokingham.gov.uk](mailto:housing@wokingham.gov.uk)
- Telephone – 0118 974 3768

## 12. Housing Service Contacts

<b>Address</b>	The Housing Service Wokingham Borough Council PO BOX 154 Shute End Wokingham Berkshire RG40 1WN
<b>General Enquiries</b>	(0118) 974 6000
<b>Fax</b>	(0118) 974 6770
<b>Email</b>	housing@wokingham.gov.uk

<b>Sheltered Housing Team</b>	
<b>Housing Manager Specialist Housing</b>	(0118) 974 3773
<b>Sheltered Schemes</b>	
<b>Dickens Court</b>	(0118) 974 9577
<b>Glebe Court</b>	(0118) 974 4434
<b>Harman Court</b>	(0118) 978 4434
<b>Meachen Court</b>	(0118) 977 6404
<b>Palmer Court</b>	(0118) 978 2773
<b>Polehampton Court</b>	(0118) 934 2761
<b>Sale Garden Cottages</b>	(0118) 978 8740
<b>Spring Gardens</b>	(0118) 988 3077
<b>Treacher Court</b>	(0118) 934 5776

<b>Repairs &amp; Maintenance</b>	
<b>Repairs Helpdesk (non-heating)</b>	Freephone 0800 515 287
<b>Heating Repairs Helpdesk</b>	Freephone 0800 389 8789
<b>Emergency Repairs Helpdesk (after 5pm)</b>	Freephone 0800 515 287
<b>Email</b>	housingrepairs@wokingham.gov.uk

<b>Neighbourhood &amp; Communities</b>	
<b>Reporting Anti-Social Behaviour Email</b>	0118 974 3766 asbhousing@wokingham.gov.uk
<b>Neighbourhood Officers</b>	0118 974 3745 (you will be directed to your specific Neighbourhood Officer)
<b>Voids (Empty Properties) Officer</b>	0118 974 6644
<b>Estate Services</b>	0118 974 3776
<b>Tenancy Sustainment</b>	0118 974 3745 (your details will be passed to the appropriate Tenancy Sustainment Officer)
<b>Email</b>	tso@wokingham.gov.uk

<b>Housing Allocations &amp; Homelessness</b>	
<b>General Enquiries</b>	0118 974 6760
<b>Allocations</b>	0118 974 6869/6757
<b>Homelessness</b>	0118 974 6754/6756/6752
<b>Medical/Shared Ownership</b>	0118 974 6986
<b>Email</b>	housing.needs@wokingham.gov.uk

<b>Money Matters</b>	
<b>Rent Team</b>	(0118) 974 6629
<b>Housing Benefit Email</b>	(0118) 974 6000 benefits@wokingham.gov.uk
<b>Council Tax Email</b>	(0118) 974 6000 ctax@wokingham.gov.uk

<b>Involvement and Improvement Team</b>	
<b>Address</b>	The Residents Resource Centre 10 Targett Court Winnersh Berkshire RG41 5HP
<b>Telephone</b>	(0118) 974 2494
<b>Email</b>	tenant.involvement@wokingham.gov.uk
<b>Service Manager for Involvement and Improvement</b>	(0118) 974 3767
<b>Tenant and Leaseholder Involvement Officer</b>	(0118) 974 3759
<b>Customer Care Officer Email</b>	(0118) 974 3768 housingcomplaints@wokingham.gov.uk

Other Useful Contact Numbers	
Dog Warden	01635 503 671
Emergency out of hours number	0800 212111
Sports & Leisure	0118 974 3728
Email	sports@wokingham.gov.uk
Driver and Vehicle Licensing Agency (DVLA)	0300 790 6801/2
Wokingham Citizens' Advice Bureau	0300 3301189 (new callers) 0118 978 7258 (existing clients)
Thames Valley Police	101 (non-emergency calls) 999 (emergency calls)
Thames Valley Crimestoppers (report a crime anonymously)	0800 555 111
National Grid (for emergency gas leaks)	0800 111 999
Age UK Berkshire	0118 975 6806
UK Pension Service	0845 606 0265
Disability Living Allowance	0845 712 3456
TV Licensing	0300 790 6144
Housing Ombudsman	0300 111 3000
Homeswapper (Website for Mutual Exchanges)	www.homeswapper.co.uk
Reporting Fraud	0800 454 240 or visit <a href="https://www.wokingham.gov.uk/benefits/benefits-and-fraud-prevention/report-benefit-fraud/">https://www.wokingham.gov.uk/benefits/benefits-and-fraud-prevention/report-benefit-fraud/</a>





**WOKINGHAM**  
**BOROUGH COUNCIL**