



PEOPLE

# Living in our **sheltered** **accommodation**



# Welcome to Venture sheltered accommodation

Venture has two sheltered schemes, Brookscourt on the Wirral and Bishops Court in Liverpool.

Our aim is to provide comfortable and safe accommodation for older people and allow all residents to enjoy their independence as well as a sense of belonging to a community.

There are many opportunities to make new friends and share in a wider social life through the use of our communal facilities.

If you are joining us at Brookscourt or Bishops Court, or you are already a resident, we hope you will find happiness and contentment in your new home.

If you have any problems or questions about your accommodation please contact your scheme manager or your housing officer.

## **Brookscourt**

*Scheme manager*

Bernadette Farrell

99 Whetstone Lane

Birkenhead

Wirral

CH41 2ZE

Tel: **0151 647 7412**

## **Bishops Court**

*Scheme manager*

John Durband

Parkside Drive

West Derby

Liverpool

L12 5LE

Tel: **0151 256 0408**

## Your scheme manager

The scheme manager will be on duty from 9 am to 5 pm, from Monday to Friday. Outside these hours all tenants have emergency cover thanks to a 24 hour alarm system within their flat which is linked directly to Eldercare's control centre.

The scheme manager's primary role is to get to know residents, encourage social activities and look after the building.

In an emergency, the scheme manager will contact relatives and call a doctor. They will also arrange temporary nursing care or home help if this is needed.

## Limits of the role

The scheme manager is not expected to undertake day-to-day care of individual tenants. They will not go shopping, or collect pensions or prescriptions on a tenant's behalf. However, in an emergency they will ensure that tenants are looked after until relatives, friends or social services can take over.

Tenants can often help the scheme manager by offering help with everyday tasks to other tenants in times of need.

The scheme manager's off-duty times should be respected.

## Your relatives and visitors

The scheme manager and our team of housing officers cannot take the place of your relatives and friends, who we hope will give you the same support as they did when you were living in your old home.

You are free to have visitors at any time and they may stay overnight in the guest room – for a small fee. Visitors may not stay overnight in your flat unless you have the permission of your scheme manager. This is very important because your scheme manager needs to know who is in the building in case of fire.

## Facilities

### Your home

Your flat is self-contained with its own kitchen, bathroom, living room and bedroom. Your flat is private and no one can enter without an invitation, except in an emergency.

### Lounge

The lounge is available to all tenants for organised social and recreational activities and is also simply a place to meet and talk at any time. Normally it is up to you and your neighbours to decide what kind of social activities you want to hold in the lounge, but your scheme manager is always a good source of new ideas and suggestions.



### **Guest rooms**

A guest room is available for relatives or close friends. A small charge is made for this service. Please note that priority is always given to relatives or close friends of tenants who are seriously ill. Please let the scheme manager know as far in advance as possible if you wish to book the guest room.

### **Gardens**

The communal garden and patio areas are there for the enjoyment of all tenants. The maintenance of the gardens is carried out by contractors and paid for by tenants through a service charge.

### **Laundry**

The laundry contains washing and drying machines and the scheme manager will show new tenants how to use them. Any problems with the machines should be reported to the scheme manager.

# Services

## **Television licence**

Venture has applied for a special TV licence for tenants in sheltered accommodation and a small charge for this is collected annually. Tenants do not need to buy their own personal TV licence.

## **Cleaning and refuse**

You are responsible for keeping your own flat clean. If you have problems with cleaning please ask the scheme manager to contact Social Services to see if a home help can be arranged for you. Venture ensures that all communal areas are cleaned and we ask all of our tenants not to leave any items which may obstruct access to communal areas. All tenants are asked to help ensure that the refuse area is kept clean and tidy. Please wrap all kitchen refuse before putting it in a secure bag.

## Housing benefit

If your income consists only of the basic retirement pension and you have little or no additional funds, you will almost certainly be entitled to help towards the payment of your rent. Your scheme manager or your housing officer will help you obtain the necessary local authority forms and also help you to fill them in.

## Service charges

- 1 The **service charge** you pay goes towards the cost of communal heating, cleaning, lighting, upkeep of the lounge and gardens and lift maintenance.
- 2 The **supporting people charge** goes towards the costs of providing a scheme manager and housing officer.



# Health and safety

## **Your health and wellbeing**

It is part of your scheme manager's duty to check that all is well with you. They will see you out and about, visit you, or call you on the intercom to ensure you are OK. A support plan will be prepared for you and it will be reviewed by your scheme manager every six months.

## **Emergencies**

If you are ill or in difficulties, the scheme manager will do his/her best to get in touch with relatives and call in medical help. If you change your doctor, you must give your scheme manager the name, address and telephone number of your new doctor

## **Intercom/alarm system**

The intercom/alarm system is for emergency use only. You should always call the scheme manager first when they are on duty. If you are experiencing real difficulties and the scheme manager is not available you should use the alarm system.



### **Fire alarms**

It is very important that you understand what to do when the fire alarm is sounded. Your scheme manager will advise you of the evacuation procedure for your sheltered scheme when you move into your home.

### **Your security**

To protect all tenants, we all need to be extremely careful with the security of the building. Please do not let anyone into the building either at the door or by entry phone unless you know them personally or you have checked their identity.

### **Insurance**

You have the right to decide whether or not to arrange insurance cover for your belongings. Please note that Venture's insurance will not cover your personal belongings and possessions in the event of a fire or theft.

# Being a good neighbour

When you are living in a shared building it is important to consider other tenants and to be a good neighbour.

## **Keep noise levels down**

Please keep the sound of your television, radio or music system down to avoid causing a nuisance to your neighbours.

## **Pets**

Pets can cause problems in flats. For this reason, Venture does not allow most pets, but the exceptions are caged birds and fish.

## **Cash**

For your own security and for that of your neighbours, you are asked not to keep large sums of cash in your flat.

## Complaints and appeals

Venture hopes to provide a safe and happy environment for all tenants.

If at any time you are not satisfied about anything to do with your flat or any aspect of life in your scheme, please speak to your scheme manager or your housing officer.

If you are still unhappy and wish to take things further, you can use Venture's complaints and appeals procedure. You can request a copy of this procedure from our Boaler Street office and talk to us about the issue when you call **0151 261 2100**.



Translation, braille, audio tape and large print available on request



0151 261 2100

ستترجم عند الطلب

ব্রাধ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে

若有需要時將會翻譯成中文。

अनुसोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

Marka la sooda codsado ayaa laturjumi doona.

Si vous voudriez cette information dans une autre langue, ou dans un autre format tel que Braille ou grande copie svp contactez-nous sur **0151 261 2100**.

Si usted quisiera esta información en otra lengua, o en otro formato tal como Braille o ampliación de foto por favor éntrenos en contacto con en **0151 261 2100**.

Se você gostar desta informação em uma outra língua, ou em um outro formato tal como Braille ou a cópia grande por favor contate-nos em **0151 261 2100**.

Jesli Chcialbys otrzymac ta informacje w innym jezyku lub formacie np. jezyku Braille/teks napisany duza czcionka. Zadzwon pod numer **0151 261 2100**.

## Contact details

Venture Housing Association Limited, Venture House  
212H Boaler Street, Liverpool L6 6AE

Tenant helpline: **0151 261 2100** (Lines are open Monday to Friday, 9am to 5pm)

**www.vha.org.uk** Email: **info@ventureha.co.uk**

*Please note, if you call our Helpline outside these hours a trained operator will offer advice and take a message which will be passed on to the Venture team on the next working day.*

Repairs hotline: **0151 261 2199**

Rent payment helpline: **0800 389 4438**