

STUART COURT MEMORIAL CHARITY

LICENSEE HANDBOOK



Managed by Norwich Housing Society

Revised January 2021

Welcome and Foreword

In 1934, Canon Charles Lanchester of the Parish St Barnabas Heigham had a passion for helping people who were homeless; over time this has developed into Norwich Housing Society which has grown and improved to what we have today. Norwich Housing Society has 'Housing Charity' status and exists to provide high quality, affordable rented accommodation primarily for older people. We wish to develop communities where our Licensees enjoy living.

This Handbook forms part of a collection of legal documents that make up your Licence. These documents include – Letter of Appointment, Service Charge Schedule (where this applies) and 'Conditions of Occupation'. Minimum age for applicants is 60 years and if you have a partner the minimum age is 55 years.



Our Properties

The Society has in excess of 300 properties situated in the city of Norwich. The properties consist of one and two bedroom flats and one bedroom bungalows. These properties are grouped together to form 'Schemes' of between 20 and 62 dwellings over 9 sites. Most schemes have a Scheme Manager.

All properties benefit from an Emergency Alarm System which operates 24 hours a day, 365 days of the year. Other safety features include smoke detectors and some schemes have a 'Key Fob' door entry system.

What is Sheltered Housing?

Sheltered housing is generally for people who are 60 years of age and over who have a support need. People who choose this type of accommodation generally do so because of the advantages it provides for them, and not necessarily because they are particularly frail. Sheltered housing does not provide residential care or nursing care and our aim is to help people retain their independence whilst having a safe and secure home in which to live.



Advantages of Sheltered Housing

- 24 hour alarm service
- Communal gardens
- Laundry rooms at most schemes
- Some on street permit car parking is available

Please talk to a member of staff for more information on the above.

How to Contact us

The Office address is –

13 Bracondale, Norwich, NR1 2AL.

Visitors are accepted by appointment only during the hours of 9.00am - 5.00pm Monday to Friday

Telephone: 01603 625078

Website: www.norwichhousingsociety.org

E-mail: information@norwichhousingsociety.org

There is an answerphone for out of hours.



Staff

Our main office at Bracondale is led by-

The Chief Executive, along with

Property Services Manager

Office Manager

Assistant Accountant,

Property Services Administrator

Assistant to Property Services Manager

Housing Administrators

Management Board

Chairman – Carol Sangster

Vice-Chairman – Jon Boon



Comments, Compliments and Complaints

The Society has a Complaints Policy and is committed to improving the service we offer to you and welcome your feedback. If you would like to make a comment, have a constructive suggestion, or have a complaint please speak to a member of staff, or write into the main office. All complaints are taken seriously and are processed as soon as possible. The procedure for this is included with your welcome pack.

Your Responsibility as a Licensee

As a Licensee you are responsible for paying your Maintenance Contributions in full, in advance. The Maintenance Contributions may also include a service charge. You may qualify for Housing

Benefit which will pay all or part of your Maintenance Contributions as well as all or part of your Council Tax along with the service charge. Housing Benefit is calculated by the local authority. Individual heating in the flat is your responsibility.

Details of your Maintenance Contributions and service charge can be found in your letter of Licence Offer as well as your Letter of Appointment.

The rents are reviewed annually and we will give you 1 months' notice of any revisions.

Ways to pay your rent-

Standing Order

Housing Benefit

Credit/Debit Card

BACS – please contact the office for details

Behaviour of Yourself, your Family and Visitors

You are responsible for your own behaviour as a Licensee and also for the behaviour of anyone else who may visit you. This applies to your home and all communal areas in the scheme and includes family, friends and other visitors. Should they

break the terms of your Licence it will be treated as you breaking them.

Terminating your Licence

When you need to terminate your Licence, we will require 1 months' written notice, by you, the Licensee or your legal representative. Following this, you will be sent a letter acknowledging the termination and we will need to make a home visit to check on the property and to answer any questions you or your next of kin may have.

Utilities

As a Licensee you are responsible for paying your utility bills such as Electricity, Gas, Water and Telephone. Where possible we will let you know which company serviced the property last. With some properties these charges may be included in your Maintenance Contribution. This will be detailed in your service charge. If in doubt please ask a member of staff.



Using your Home

You are not allowed to use your home for any illegal purposes. You cannot run a business from your home without permission from the Society.

Our Responsibilities as your Licensor

We believe everyone has the right to live safely and with dignity and respect in their home. Our staff are there to support this and give guidance. The support we give means you can live as independently as possible as well as getting involved in local activities.

At times our staff work with other agencies to help you live independently. We will carry out repairs when requested and within certain time frames. Some items in your home are your responsibility to repair/replace. Please contact the main office for clarification.

Should your personal circumstances change we will endeavour to make changes to your home or places of access or help you liaise with other agencies to get the problem solved.

We will keep any information we hold on you safe and secure. We may share this information with other organisations, for example, if we were helping with a Housing Benefit claim. We will ask

you to sign a confidentiality waiver to help us share the information in this way. Our Privacy Policy is available on our website.

You can also refer to Stuart Court Memorial Charity 'Conditions of Occupation' for more information on your Licence. This document can be found on our website and you will also receive a copy.



Living in your Home

You are not allowed to keep pets, with the exception of an assistance dog. For more information please refer to your Letter of Appointment.

We ask you to be a good neighbour and show consideration to your neighbours. This includes keeping your TV and radio volume down, especially between the hours of 11.00pm and 7.00am. Please refer to your Letter of Appointment for more information.

You are responsible for the internal decoration of your property. You would have been given details on what alterations you can make when you signed for your Licence. You are very welcome to discuss this matter with our Property Services Manager.

Smoking including Vapes and E-cigarettes in communal rooms and corridors is not permitted legally. Inconsiderate smoking could be regarded as anti-social behaviour. If you are a smoker the Society asks that you consider other occupants when smoking outside, especially close to neighbouring properties.

As discussed at your home assessment, if you do take on a Licence with Norwich Housing Society, you will be charged £30 per calendar month, over a 5 year period, in addition to the Maintenance Contribution. This charge is for Licensees that smoke and is used for additional redecorating and

cleaning costs of the property at the end of your Licence.

Please also note that any specialised piece of equipment such as 'clos-o-mat' type of WC's, lifting aids and hoists and auto door openers will be the Licensees' responsibility to have serviced and repaired following the end of the warranty period. It is also the Licensees responsibility to have these items removed at the end of the Licence and to 'make good' any surfaces and redecorations as required.

Repairs and maintenance - please report all repairs directly to the main office as soon as possible. You can also report a repair via our website. Out of hours/in an emergency i.e. leaking pipes or no heating, please pull your Emergency Pull Cord.

Alarm testing - The Emergency Alarm Systems and smoke detectors in your properties are tested every four months. Communal alarms and lighting are tested regularly where applicable. Gas safety checks are carried out annually where applicable.

Internal Waiting List

The Society holds an internal waiting list for Licensees that need to move on health grounds

e.g. a move from a first floor flat to a ground floor flat. If you need to move, we will require this in writing along with a supporting letter from your GP. Those that are unable to get a letter from their GP will have an assessment carried out by a Scheme Manager. The completed assessment will then be discussed by a panel.

Licensee Meetings

The Society likes to keep in touch with our Licensees. There are Licensee meetings held at all our schemes where members of staff and members of the Board of Management can meet with Licensees to discuss a range of topics.

Health and Safety

The Society ensures that there are no problems that could affect your health and safety. In this we work closely with the Property Services Manager. If you see anything or are aware of anything that could affect your health or your safety please bring it to the attention of a member of staff.

Parking

There is no parking at Stuart Court. Permit parking is available on Recorder Road and

surrounding streets. Permits can be purchased through Norwich City Council.

Communal Grounds

Our grounds are maintained by a skilled team. Some courts have small areas where Licensees can carry out a small amount of gardening. We ask you to help look after the communal areas by taking away any rubbish and keeping noise to a minimum.



Household Rubbish and Recycling

The Society will be able to tell you how the rubbish is disposed of and what recycling provisions there are where you live.



Promoting Equality

We are committed to treating people as individuals and we value the many different people who make up our resident base. We work hard to deliver our services that are inclusive and fair regardless of age, gender, gender identity, ethnicity, religion, sexuality, disability, health or marital status. We understand and fully comply with equality law and will take action to eliminate discrimination.

Dealing with Anti-Social Behaviour

We expect our Licensees to be able to live in a safe, peaceful and enjoyable way in their home. Sometimes there are problems with neighbours or other Licensees. Please speak to a member of

staff if you experience any problems. All reports of anti-social behaviour are taken seriously and fully investigated and we will bring in other agencies to help us deal with this.

Finally!

We hope you enjoy living in your home and if you have any queries, comments or questions after reading this handbook please contact a member of staff. Remember this handbook can be read in conjunction with the document, 'Conditions of Occupation'.

You can request a copy or read it online at www.norwichhousingociety.org

We Promise -

To be polite.

Listen to you so we can understand your needs.

Aim to get things right first time.

Keep you informed.

Treat you fairly and with respect.

Protect your information.

Welcome your feedback.

Useful Telephone Numbers

Norwich City Council

Write To:

Norwich City Council,
City Hall,
Norwich,
NR2 1NH

General Enquires: 0344 980 3333

Out of office hours emergencies only:
01603 412180

Email: info@norwich.gov.uk

Website: www.norwich.gov.uk

Housing Benefit Email: benefits@norwich.gov.uk

Council Tax Email: revenues@norwich.gov.uk

For Housing Benefit or Council Tax write to:
Revenues and Benefits Service,
Norwich City Council,
City Hall,
Norwich,
NR2 1NH

Application Form for concessionary bus pass:
Telephone: 0344 800 8020

Norfolk County Council

General Enquires: 0344 800 8020

Email: information@norfolk.gov.uk

Website: www.norfolk.gov.uk

Street light fault reporting:

Telephone: 0344 800 8008

Millennium Library and Tourist Information

Write to: The Forum,

Millennium Plain,

Norwich

NR2 1TF

Telephone: 01603 727950

Website: www.theforumnorwich.co.uk

Public transport (Traveline):

Telephone: 0871 200 22 33

Anglian Water

Billing and General Enquiries: 08457 919 155

Water supply and sewerage queries and

emergencies: 08457 145 145

Reporting a leak: 0800 771 881

Write to: Anglian Water,

Customer Services,

PO Box 10642,

Harlow,

CM20 9HA

British Telecom

Telephone from Landline: 0800 100 400

Telephone from a Mobile: 0330 1234 150

Emergency Services

GAS EMERGENCY CONTACT: If you smell gas or detect a gas leak call the free National Gas Emergency Service line immediately

0800 111 999 (this is a 24 hour emergency line)

AMBULANCE 999 (non-emergency 111)

FIRE 999

POLICE 999 (non-emergency 101)