

Runnymede Borough Council

Independent Retirement Living resident information





Darley Dene's front garden

Welcome



Welcome to your new home. We're pleased to welcome you to the community of Independent Retirement Living residents.

At Runnymede Borough Council, our aim is to support you to live an independent life in a safe and secure home.

Independent Retirement Living is designed for people over 60, or over 55 in some cases, or those with a support need.

Our staff are here to provide you with the support you need, as and when it is required.

This booklet has been developed to provide you with information on what to expect whilst living at our Independent Retirement Living schemes, the support and advice we can provide, as well as the other facilities we offer within our schemes.

Donnalyn Dunn

**Independent Retirement Living
Team Manager**

Facilities available to you

Our five Independent Retirement Living schemes offer you your own self-contained home, with the peace of mind of having support available to you 24 hours a day, 365 days of the year. Facilities include:

- 1** Purpose-built retirement apartments for people over 60, with a secure tenancy.
- 2** A manager who is available to offer advice and explain how things work.
- 3** An emergency call system 24 hours per day – 365 days a year.
- 4** A communal social space with organised events and activities.
- 5** Landscaped gardens with social spaces where you can relax and enjoy fresh air.
- 6** A laundry room, as washing clothes is your own responsibility.
- 7** A guest room at each scheme which is available to relatives or friends for a
- 8** A communal refuse store, so you do not need to 'put out the bins' for collection.

We all live together respectfully and peacefully

As a resident of one of our schemes, we ask you to adhere to your tenancy agreement. This includes:

- ▶ Valuing diversity, equality, and inclusion amongst staff/neighbours.
- ▶ Paying your rent and service charges on time.
- ▶ Being supportive of the community spirit that exists within each scheme. You are welcome to get involved in activities but please do not interrupt them if you want time to yourself.
- ▶ Being respectful and considerate of the other residents and neighbours, and our workers, who are here to help you and maintain your home environment.
- ▶ Being considerate of other residents and neighbours – recognising that one of the strengths of our community is its diversity and different life experiences which everyone has.
- ▶ Looking after the communal facilities and being honest about accidents which might happen.

Our scheme managers

The managers at our schemes help you stay independent in your own home. They are trained to provide support and advice, but there are limits to their role.

Once managers have helped you settle into your new home, they will:

- Keep in regular contact with you.
- Discuss your needs and agree a Support Plan with you and review it on a regular basis, or if your circumstances change.
- Assist you in arranging appointments such as seeing a doctor, district nurse or home carer.
- Advise and assist with requesting repairs or adaptations to your home.
- Support you with welfare, housing and Council Tax benefit applications.
- Contact your relatives, friends or other services if needed.
- Promote independence and help you access activities and events.
- Provide you with information about local services and encourage you to stay connected with the wider community.
- Encourage you to get involved and have your say on Council services, policies, and procedures.

Our staff will always respect your privacy, maintain confidentiality, and be professional and polite. Please do the same for them.

Managers will support you and encourage you to be independent. It is important to note Independent Retirement Living should not be mistaken for a care home.

Managers are not responsible for:

- cooking, cleaning, or laundry,
- running errands, collecting prescriptions, or giving medication or
- helping with personal care such as bathing and dressing.

Managers will help by contacting organisations which may be able to support with these activities.

They are also unable to:

- accept gifts,
- handle money on your behalf,
- develop a personal relationship with their residents,
- borrow, give, or receive money or goods,
- enter into any business or financial transactions with their residents, or
- act as a witness to legal documents.

Living at our schemes

We want to ensure you are safe and comfortable in your home. Here's some advice on what to do if you need to get something done or want to know about the essentials.

Adaptations to your home

If you begin to struggle with your mobility or it worsens, speak to your manager. They will liaise with an Occupational Therapist to see if your home can be adapted to meet your changing needs.

If for any reason your home cannot be adapted, we may need to move you to a different property, to ensure your needs are met.

We have a policy about adaptations which you can ask for or read online at www.runnymede.gov.uk/wellbeing-services/disabled-adaptations

Staff working hours

Our managers are available 8am – 4pm on Mondays – Fridays. This does not include bank holidays.

Out of hours, Safer Runnymede is on call to ensure that you and your property are always safe and secure.

Your security

Please keep your front door locked, even when you are at home. Never let anyone into your home if:

- you do not know who they are,
- they do not have an appointment or
- they do not show you any formal identification.

Council staff and contractors will have ID and are happy for you to contact the appropriate office to confirm their identity. If you are in doubt about unexpected callers do not let them in; inform your manager or activate your emergency call system.

Receiving mail

As a resident, post will be delivered to your address as with any other flat in a block. You do not have to collect it from a central location.

Requesting a repair

Reporting a repair is quick and easy. You can do this by:

- talking to your manager,
- emailing housingrepairs@runnymede.gov.uk,
- completing an online form via www.runnymede.gov.uk, or
- calling us on 01932 838383.

This is also our out of hours (5pm – 8am) number.

Personal safety

Your safety as a resident of our schemes is paramount.

We have arrangements in place to ensure our buildings are as safe as possible. This includes:

- Making sure landings and communal corridors are kept clear of items to ensure access for Surrey Fire and Rescue Service in the unlikely event of a fire.
- An annual fire risk assessment of the buildings to check safety measures remain in place.

Having a pet

Pets can be kept at our schemes. Before getting a new pet, you need written permission from your manager.

All requests will be considered on a case-by-case basis, however the general rule is pets that are allowed are:

- small birds such as a Budgie or Cockatoo,
- small fish,
- a small caged rodent or a
- small non-poisonous caged reptile.

House cats and sensory and medical dogs are also allowed. Pets must not be left alone in the communal areas.

- Weekly fire alarm tests.
- Weekly checks for Legionella.
- Monthly checks on pull cords, pendants and smoke detectors.

We operate a Delayed Evacuation Policy which asks residents to stay in their flat or a protected area should an alarm sound until they are rescued.

Details of how our policy works is included on the front door to your property. If you have any concerns, please speak to your manager.

If you're ill or need help coping with something

If you are ill or have difficulty coping in any way, your manager will do their best to arrange additional help.

This could include contacting relatives, friends, or other services such as doctors, ambulances, or social services on your behalf.

Such help is aimed at maintaining your quality of life and preventing a situation potentially worsening.

Your manager will not do this without your permission unless it is an emergency.

Communal areas

All our schemes have a communal lounge, gardens, mobility scooter parking and most have car parks. These are here for your benefit but should be used responsibly and with respect for others.

Gardens

Residents are encouraged to share the communal spaces to socialise with neighbours, join in organised events, link with the local community, and help arrange new activities.

We employ gardeners to help maintain the outdoor spaces.

However, residents are encouraged to take part in gardening and maintaining the flowers and plants if they wish to.



The gardens at Heatherfields

Mobility scooter parking

All our schemes offer mobility scooter parking, but space is limited so please speak to your manager before buying one.

There is also a weekly charge for storing a scooter.

The Council is not obliged to provide storage space or to let you own a scooter and we will ask for one of our assessors to check your need for a scooter so we can prioritise requests.

You must have insurance in case of damage to buildings or injury to people.

Car parking

All of our schemes except Beomonds have a small amount of car parking space available.

Some spaces are used by our staff but those remaining are free for residents, though we would usually limit people to one car per flat.

All cars parked must have a valid MoT and must be taxed.

There are no allocated spaces, residents can park where they wish. Visitors are also able to use the car parks if there is space.

Beomonds residents can park in Heriot Road and a permit is available from the Council for a small cost.

Lounges

The communal lounges are for you to socialise with fellow residents, friends and family.

They can also be used for events and activities.

To make sure they benefit everyone, are safe, and can be easily evacuated if needed, there are a few guidelines we ask residents to follow.

Residents must not leave personal items in the lounges.

If they are left there and the owner can be identified, managers will ask for your items to be taken away. If the item remains, the manager will have it removed.

The lounges are available to all IRL residents, and are for:

- ✓ family visits,
- ✓ coffee mornings
- ✓ celebrations and events,
- ✓ festivities,
- ✓ fitness sessions,
- ✓ selling appropriate items, and
- ✓ tenant association meetings.

The lounges cannot be booked out by residents and will always remain open to everyone living at the scheme.

We encourage residents to use the lounges for these type of activities but please ask the manager for permission first.



The lounge at Bemonds

Complaints and compliments

We are keen for residents to get involved and have their say on their experience as a tenant so services can be improved.

Compliments and ideas

We're committed to providing great services. Your suggestions are valuable as they allow us to understand our performance and help us to improve.

If we are doing something well, we will pass your compliments to relevant members of staff.

You can speak to your manager or,

- telephone the Council's main office on 01932 838383.

- email: generalenquiries@runnymede.gov.uk, or

- write to Runnymede Borough Council, Civic Centre, Station Road, Addlestone, Surrey, KT15 2AH.

Initial stage 1 complaints

If you have a complaint, it will be dealt with fairly, impartially, and as promptly as possible.

We aim to respond fully to complaints within 10 working days of receipt by the relevant staff who will keep you updated if that is not possible.

We will apologise if a mistake has been made, provide an explanation about what has gone wrong and will inform you how we will put things right. If you are not happy, you can escalate it to Stage 2.

To raise an initial complaint:

- speak to your manager,
- complete our complaints form at www.runnymede.gov.uk, or
- Email, phone, visit or write to us.

Stage 2 complaints

If you are not satisfied with our response to a stage 1 complaint, you can ask for this to be escalated to a stage 2 complaint. This will be considered by a more senior manager.

If you have gone through the complaints process and are unhappy with our decision and action, you can use the free Housing Ombudsman Service. This is an impartial service that will look at how we dealt with the problem in line with your tenancy agreement and our policies.

You can contact the Housing Ombudsman by telephoning 0300 111 3000 or www.housing-ombudsman.org.uk, or writing to: Housing Ombudsman, PO Box 152, Liverpool L33 7WQ.

Contacts and addresses



Grove Court manager Geraldine Fraser: 01784 471545

Address: The Grove, Egham, TW20 9PZ.



Beomonds manager Gill Price: 01932 567118

Address: Heriot Road, Chertsey, KT16 8BX.



Darley Dene managers Jose Holt / Emma Cauldwell: 01932 842597.

Address: Garfield Road, Addlestone, KT15 2NU.



Floral House manager Cathey O'Neill: 01932 566929

Address: Fox Lane South, Chertsey, KT16 9EE.



Heatherfields manager: Donnalyn Dunn 01932 349472

Address: Heathervale Road, New Haw, KT15 3PE.

For all information contained within this document contact:

Runnymede Borough Council
The Civic Centre
Station Road
Addlestone
Surrey, KT15 2AH

Tel 01932 838383

Email: tenancy.management@runnymede.gov.uk

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this document in large
print or in another
format or language
please speak to your
manager.