

Milecastle

Sheltered Housing

SERVICE STATEMENT

OUR AIMS

- **To provide quality accommodation and support for older people, and to promote their independence.**
- **To work in partnership with our residents and applicants to continuously improve the service**
- **To liaise with local agencies and voluntary groups to develop the service**

THE SERVICE YOU CAN EXPECT

- **We have self contained flats for single people and couples aged 60 or over throughout Tynedale.**
- **Many schemes have linked bungalows**
- **Facilities include communal lounge for social activities, lift, laundry, door entry system and sometimes a guest room**

Locations

- **Cockshaw Court Hexham**
- **St Cuthberts Close Hexham**
- **Trinity Court Corbridge**
- **Tynedale Grange Haltwhistle**
- **The Sheiling Bellingham**
- **Rede House Otterburn**

Scheme Officer Service

- **Each of our schemes has a SCHEME OFFICER, based at the scheme from Monday to Friday at agreed office hours.**
- **They are supported by Astraline and the Mobile Warden Service who can respond to emergencies at all other times.**
- **The Scheme Officers role is to support the residents and manage the building.**

Support

- **Every resident receives a daily call from Monday to Friday**
- **Scheme Officers are trained to be aware of resident's problems and to support them in getting the help they need.**

- **A Support Plan will be agreed with each resident to agree any support needed.**
- **Referrals to other agencies will only be made with the resident's permission**
- **Resident's problems are dealt with in confidence to professional standards**

Emergency Cover

- **Each flat or bungalow has a warden call alarm system linked to Astraline**
- **Emergency cover is provided 24 hours a day by the Scheme Officer, Astraline, and the Mobile Warden Service**
- **Astraline is a member of the Association of Social and Community Alarm Providers. Emergency call handling complies with ASAP standards.**

Rents Service Charges and Support Charges

- **Rents are assessed according to the size and amenities in flats and bungalows**
- **A variable service charge covers shared costs, such as the upkeep of communal areas, window cleaning, and grounds maintenance**
- **Support charges cover the cost of providing the Scheme Officer service, the warden call**

alarm service, and the mobile warden service.

Community Use and Social Activities

- **We encourage suitable local organisations to make use of lounges and other scheme facilities**
- **Any charges made are used to reduce the service charge**
- **Residents are encouraged to organise their own social activities and fundraising. Scheme Officers will offer advice and support.**

Resident Participation and Consultation

- **We encourage residents at the Sheltered Schemes to form Residents Associations and to participate in Milecastle Housing's local area forums. Scheme Officers will offer advice and support**
- **Scheme Officers will hold regular informal Residents Meetings to listen to your ideas and comments, and to keep you informed.**
- **We will not alter the service or the charges until residents have had the opportunity to give us their informed opinion. Resident's views will be taken into account before any decisions are made.**

WHAT TO DO IF WE DO NOT MEET THIS STANDARD

- **If you are unhappy about the standard of service, or lack of action, you can make a complaint using the Milecastle Housing procedure. A copy of the complaints policy is included in your Handbook and on the Scheme Notice Board**