

# SHELTERED RESIDENTS' HANDBOOK

When you move please leave this handbook in the property

## Sheltered Accommodation



**Farrington Gurney,  
Temple Cloud and  
Timsbury**

# Sheltered Housing offers. . . .



**a home for life**



**independence  
and privacy**



**support when needed**



**your 'own front door'**



**companionship**



## Information the way you want it

This handbook gives you information on the support services we provide and aims to answer any queries you may have. For general tenancy information, please see your tenants' handbook 'A Guide to Living in Your Home'.

Please contact us if you need large print, audio, Braille or a translation on 01225 366000.

### URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے  
ہم آپ کے لئے فراہم کر سکتے ہیں۔

### PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ  
ਦੁਬਾਰੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ  
ਕਰ ਸਕਦੇ ਹਾਂ।

### HINDI

यदि आंग्रेज़ी आप की पहली भाषा नहीं है और आप को  
अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर  
सकते हैं।

### BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন  
অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને  
ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### POLISH

Jeżeli angielski nie jest twoim podstawowym językiem  
i wymagasz interpretacji, skorzystaj z naszych usług.

### VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch,  
chúng tôi sẽ giúp quý vị một bản.

### CANTONESE

如果英文不是您的第一語言，而您需要翻  
譯的話，我們可以為您安排。

### ITALIAN

Se l'inglese non è la vostra prima lingua e vi  
occorre una traduzione, ve la possiamo fare noi.

### SOMALI

Haddii Ingiriisku aynu ahayn afkaaga kowaad oo aad u  
baahan tahay furjumaad, annagaa kuu samayn kama.

## Contents

	Page
• Useful Telephone Numbers	1
• Scheme Information and Local Amenities	2
• An Introduction to Sheltered Housing	4
• The Sheltered Housing Service	6
• Your Health and Wellbeing	15
• Your Security, Health and Safety	18
• Reporting Abuse	26
• Comments, Compliments and Complaints	28
• Getting Involved	31
• Index	33

## Useful Telephone Numbers

### Somer Community Housing Trust (the Trust)

Neighbourhood Sheltered Housing Office	01225 366333
Sheltered Housing Team Manager	01225 366167
Sheltered Housing Supervisor	01225 366194
Housing Services Officer (tenancy issues) Chapel Close, St Mary's Close & Greenvale Drive	01225 366186
Tiledown Close & Ham Close	01225 366156
Repairs & Servicing	01225 366111

### Emergency numbers

Emergency repairs	Office hours	01225 366111
	Out of hours	0845 245 0566

Police/Fire/Ambulance	Emergencies only	999
Electricity	To report a power cut	Contact your own electricity supplier
Gas: Transco	To report gas leaks	0800 111 999
Police station	Non-emergencies	0845 456 7000
Water: Wessex Water	To report problems with supply and sewerage	0845 600 4600

### Other useful numbers

NHS Direct (helpline day or night)	0845 4647
Royal United Hospital	01225 428331
B&NES Council main switchboard	01225 477000
B&NES benefit advice	01225 477777
Income support and housing benefit	0845 301 3011
Supporting People subsidy	01225 396496
The Pension Service	0800 991 234
Attendance and disability allowance	0845 712 3456
Disability Information and Advice Line (DIAL)	01302 310123
Help the Aged Seniorline	0808 800 6565
Age Concern	01225 466135
Citizen's Advice Bureau (CAB)	01225 463333
Bath & NES Racial Equality Council (BREC)	01225 442352
Support Against Racist Incidents (SARI)	01179 525652
Crimestoppers	0800 555 111
Victim Support	01761 432212
Samaritans	0845 790 9090

## **Scheme Information and Local Amenities\***

### **Farrington Gurney, Temple Cloud and Timsbury**

#### **Accommodation**

These schemes, located in rural villages on or to the east of the A37, are generally small and do not have their own community centres, but social activities are held in local village halls. All of these schemes are within easy access of Midsomer Norton and Radstock. Keynsham and Bristol are the nearest large centres to Hillcrest.

#### **Chapel Close, Farrington Gurney**

Chapel Close has 10 one-bedroom bungalows and four two-bedroom bungalows situated just off the A37. There are no shops in the village, but a nearby petrol station sells groceries and newspapers and there is a local farm shop. There are bus services to Bristol, Wells, Midsomer Norton, Paulton and Radstock. There is a weekly bus service to the Radco store in Radstock.

#### **Tiledown Close and Ham Close, Temple Cloud**

This scheme has 10 one-bedroom bungalows and seven two-bedroom bungalows in Tiledown Close and 10 two-bedroom bungalows in Ham Close. Temple Cloud has a doctor's surgery, a village hall, a pub, a hairdresser and a petrol station that sells groceries and newspapers. A mobile greengrocer calls at the scheme once a week. Regular social activities are held in the local pub. There is a bus service to Clutton, Paulton, Midsomer Norton and Radstock, and a weekly coach service to the Radco store in Radstock. An hourly bus service runs from the A37 to Bristol and Wells.

#### **St Mary's Close and Greenvale Drive, Timsbury**

There are 16 one-bedroom bungalows at St Mary's Close and eight at Greenvale Drive. St Mary's Close is a level site close to the centre of the village. Greenvale Drive is situated at the bottom of a steep slope. The village has a post office, chemist, supermarket, newsagent, doctor's surgery and two hairdressers. There is a regular bus service to Radstock and Midsomer Norton, and a bus service once a day to and from Bath.

## Refuse collection

<b>Scheme</b>	<b>General refuse</b>	<b>Recycling</b>	<b>Garden waste (fortnightly)</b>
Chapel Close	Thur	Fri	Thur
Tiledown & Ham Close	Mon	Fri	Thur
St Mary's Close & Greenvale Drive	Tue	Fri	Fri

## Transport

First Bus	0870 608 2608
Ring and Ride (door-to-door, fully accessible minibus service)	01761 418097

## Churches and places of worship

Some of the nearest places of worship/religious groups are:

Church of England: St Barnabas, Temple Cloud St John's, Farrington Gurney St Mary's, Church Hill, Timsbury	  01761 416581 01761 470732
Baptist: West Road, Welton, Midsomer Norton	01761 418973
Methodist: The Church Centre, High Street, Midsomer Norton Bristol Road, Farrington Gurney	 01761 410450 01761 418998
Roman Catholic: Church of the Holy Ghost, Midsomer Norton	01761 235111
Muslim: Bath Islamic Centre, 8 Pierrepont Street, Bath	01225 460922
The Hindu Temple, 163b Church Road, Redfield, Bristol	01179 351007
Ramgarhia Sikh Temple, 81-83 Chelsea Road, Bristol	01179 554929
The Progressive Synagogue, 43 Bannerman Road, Bristol	01179 541937

\* as at 2007

## **An Introduction to Sheltered Housing**

The aim of sheltered housing is to provide accommodation suitable for older and/or disabled people and support them to live as independently and comfortably in their own homes for as long as possible.

The Trust has 63 sheltered housing schemes in Bath and North East Somerset. They are all served by a Sheltered Housing Officer trained to provide a quality support service to residents. These schemes range from clusters of individual properties to larger developments of flats and bungalows with communal facilities, such as community rooms, laundries and guest rooms. We also have schemes where all the flats are under one roof. All of our accommodation is self-contained.

Pets are permitted although there may be some restrictions on cats and dogs in enclosed schemes. Residents are responsible for their pet's behaviour in and around the scheme and for any damage or nuisance it may cause.

Where there is a community room, residents organise regular and varied social activities for everyone to join in if they wish. Where a scheme has a guest bedroom, priority for use is given to the family or close friends of residents who are ill and need support. We provide pillows and duvets, but residents should supply their own sheets, pillow cases and towels for the use of their guest. Bedding is available in an emergency but must be laundered and returned to the Sheltered Housing Officer after use. Charges are £8.00\* for two people and £5.00\* for one person per night, payable by cheque.

All of our sheltered homes are fitted with a speech alarm system, with pull cords connected to Invicta Lifeline's control centre (Invicta) which provides 24-hour cover every day. Residents may also have pendants and can call for help at the press of a button.