

WHEELHOUSE SQUARE FLATS

ALMHOUSE CHARITY

Registered Charity No 226209



RESIDENTS' HANDBOOK

(October 2023 edition)

Visit our website at: www.wheelhouse-almhouse.org.uk

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Section 1 – Introduction

The Board of Trustees of Wheelhouse Square Flats (the Charity) would like to extend a very warm welcome to you as a resident. The Trustees hope that you will settle in quickly and be very happy at Wheelhouse Square . This handbook sets out useful information about the Charity and its general administration and management. It also explains your responsibilities as a resident. Please do not hesitate to speak to the Warden if you need further information on any matters.

Please note that the Regulations stated in this handbook form part of your contract with the Charity and supplement

the terms and conditions contained in your Letter of Appointment which you signed when you accepted your appointment as a beneficiary of the Charity. It may be necessary to amend these Regulations from time to time but any changes will be discussed with residents beforehand when you will be given the opportunity to express any views or concerns you may have about the proposed changes.

The almshouse you occupy under your Letter of Appointment (your flat) is your home and every effort will be made to help you

remain independent free to choose your own lifestyle and able to benefit from the quiet enjoyment and dignity that Wheelhouse Square provides.

The Trustees have tried to minimise the Regulations which have been designed for the benefit of all residents and to ensure the efficient management of the Charity.

Trustees and contact information

For a complete list of the names of the

officers and other members of the Board of Trustees and the name of the Warden please visit the Charity's website at www.wheelhouse-almshouse.org.uk

Warden's telephone number: 01723 374162 (between 9.00am and 12 midday Monday to Saturday only)Warden's email address:warden@wheelhouse-almshouse.org.uk



Section 2 – History, Governance and Management

Brief History

The original Wheelhouse Square almshouses were built in 1865 on the same site as the present almshouses with money left for the purpose by George Wheelhouse a London distiller who was born in Scarborough on 22 August 1772 and died at the age of 91 on 28 April 1864. In the absence of any close family he bequeathed most of his estate to various charitable institutions and purposes including £2,500 for the construction of 40 free dwellings in Scarborough. This amount had to be supplemented by

voluntary donations raised in Scarborough. The original almshouses were replaced with the present almshouses in 1968.

Constitution and Management

The Charity is made up of the almshouse charity of George Wheelhouse comprised in a declaration of trust dated 6 January 1865 and schemes of the Charity Commissioners dated 21 August 1914 and 24 May 1942 together with the charity of John Hugill founded by his will proved at York on 8 June 1942.

The Charity is a registered charity governed by a Charity Commission Scheme – registered charity number 226209.

The Charity is administered by the Board of Trustees assisted by a resident Warden.

The Warden makes daily contact with all residents and members of the Board of Trustees visit Wheelhouse Square on a regular basis.

The Almshouses

The Charity manages 32 unfurnished flats which are designed with the intention of meeting the needs of older people to live independently. There are 28 flats for single

occupancy and 4 flats for joint occupancy. The flats are in 2 storey blocks of 4/8 flats built around a lawned garden area available for the use of the residents and their visitors.

There is a community room including an orangery and a laundry room available for the use of residents.

The aim of the Charity is that its residents should enjoy independence and the freedom to come and go as they please while living in comfortable and secure accommodation. Above all the Charity respects the privacy of its residents.

Although residents should feel confident in the knowledge that if the need arises support will always be available whether from the Charity or from outside agencies Wheelhouse Square is not a care or nursing home and while the Warden is available to deal with emergencies the Warden is not a carer and does not provide personal or other care for residents.

Qualifying for appointment as an almshouse resident

The Charity Commission Scheme states that “the residents shall be persons of limited means resident in the Borough of Scarborough with a

preference for persons who were born in the said Borough”.

On this basis appointments are made at the discretion of the Trustees.

Equal Opportunities

The Trustees ensure that the Charity’s almshouses and services are delivered fairly and subject to the Charity’s governing documents that the purpose for which the almshouses are intended does not discriminate on grounds of gender, marital status, race, religion or sexual orientation.

Data Protection

It is part of the Trustees’

responsibilities to ensure that residents are suitably qualified under the terms of the Charity's governing documents on their appointment and continue to be suitably qualified throughout their occupation. The Trustees therefore need to investigate the personal circumstances of intended residents before their appointment and monitor any change in such circumstances during a resident's occupation of their flat.

The personal data supplied on your application form and other information relating to your appointment or the management of your care obtained during your occupation of your flat will be held on file

throughout your occupation and for a further 12 months thereafter.

Your personal data will be destroyed within a period of 12 months from the date of expiration of the initial period of 12 months.

Some details may be checked with relevant organisations but none will be disclosed for any inappropriate purpose.

You may have access to your personal information on request.

Under the Data Protection Act 2018 you have a right to complain to the Information Commissioner's Office in the event of any problem with regard to your personal information.

For further information including how to request a copy of your personal information please refer to the Charity's Data

Protection Policy a copy of which is available on the Charity's website or can be obtained from the Secretary to the Trustees.

Section 3 – Health and Safety

Doctor and Dentist

If you do not have a General Practitioner (GP), the Warden will be able to give you the names of GP practices in the local area . The name and address of

your GP must be given to the Warden in case of emergencies.

You have every right to see your doctor, nurse or other carer in private and to keep your medical affairs entirely

to yourself if you wish. However, if you have a chronic health problem, it would be advisable, and you might feel safer for the Warden to be made aware of the condition so that appropriate action can be taken in an emergency. Anything you tell the Warden will be kept in confidence by the Charity.

‘Message in a Bottle’ is a system that encourages people to keep their basic personal information and details of their current medication in a small plastic container in a common place where it can be found in an emergency. The small plastic container can be obtained free of charge from the Warden and should be kept in your

fridge where emergency services will know where to find it. They will know residents use this system by two discreet labels. One to be fixed to the front entrance of the resident’s flat and the other to be displayed on the fridge where the information is kept.

The Emergency Call System

Your flat and the communal areas in Wheelhouse Square are fitted with an emergency alarm system.

DO use the alarm system to get help for a sudden illness or accident.

DO NOT tie up the orange pull cords - if you fall you may not be able to reach them.

DO NOT use the alarm system to contact the Warden when there is no emergency

Emergency Contact Details

If you become ill or are in difficulties the Warden will make every effort to get in touch with your next of kin, your doctor or the ambulance or social services as appropriate on your behalf.

It is important that you let the Warden have details (names, addresses, and telephone numbers) of these essential contacts. If the details change from time to time please remember to inform the Warden.

Fire Precautions

Wheelhouse Square complies with the appropriate fire regulations and the Charity's Fire Safety Procedure which is set out at the end of this handbook is reviewed regularly.

Fire drills in the form of talks and demonstrations by a Trustee or a third party appointed by the Trustees take place in the community room on a regular basis so that all residents know what to do and where to go in the event of a fire or other emergency.

Please familiarise yourself with the Fire Precautions Notice prominently displayed in your flat and the provisions of the Charity's Fire Safety

Procedure set out at the end of this handbook.

All flats are fitted with smoke detectors which on sensing smoke will trigger the fire alarm. You are strictly prohibited from interfering with the smoke detector or trying to cover it up in any circumstances. The smoke detector is there to save lives including your own.

The Warden will explain to you the fire instructions which apply in the event of a fire or other emergency.

Evacuation Policy:

When you hear the fire alarm if it is safe to do so please evacuate your building by the nearest route to the fire assembly point which is

in the residents' car park adjoining the main entrance gates. Shut the door of your flat behind you and do not attempt to take any personal belongings with you. Wear warm clothing and leave your flat immediately.

Avoiding the Risk of Fire

Please be alert to the risk of fire for example regularly checking at night or before going out that all appliances have been fully switched off.

It is especially important that those who smoke in their own flat do so responsibly and are aware of the risk of falling asleep or getting too close to curtains or other flammable materials while smoking.

DO NOT wedge doors open or obstruct their closure – closed doors stop the spread of fire and smoke

DO NOT leave chip pans unattended

DO NOT attempt to fight any fire

DO NOT remove the batteries from the smoke detector fitted in your flat

DO NOT obstruct the entrance halls staircases or passageways giving access to the flats - shopping trolleys must be stored either in your flat or in the mobility scooter store.

DO use ash trays if you smoke.

Electrical Appliances

If requested to do so residents must permit the Trustees to have any of their portable electrical appliances tested on a regular basis to ensure the appliances are safe and are not likely to cause an electrical fire.

Smoking

Smoking in bed or in the communal areas of Wheelhouse Square is strictly forbidden.

Please be considerate to others and avoid smoking in their presence as the risks associated with second hand smoke inhalation or passive smoking are well recognised. The Warden and the Charity's Trustees, volunteers and contractors are entitled

to work in a smoke free environment and should not be expected to enter a flat which is full of cigarette smoke.

If you are expecting visitors please air your flat beforehand so that any smoke can dissipate.

Icy conditions

The Trustees would draw your attention to the need to exercise care when using the footpaths and roadways in Wheelhouse Square in wet, snowy or icy weather. Whilst reasonable precautions will be taken to keep them hazard-free residents are reminded to take care when using the footpaths and roadways.

Security

Please consider the following:

DO keep the front door to your flat locked at all times

DO ensure that the main door to your building is securely shut after entry or exit

DO use the glass door panel and chain to identify callers **before** opening the door

Please note that the chain should only be used to open the door a few inches when identifying callers and **not** kept in permanent use as this may prevent access in an emergency.

DO NOT allow a stranger to enter your flat without proof of

identity - if you are in doubt, please telephone the Warden, a family member, a friend or the police

DO NOT leave ground floor windows open so that intruders can gain access to your flat

DO NOT keep cash or valuables in your flat.

BE AWARE OF bogus officials or doorstep salesmen. Always ask for proof of identity. Never allow anyone claiming to be a gas, electricity or water meter reader to enter your flat. Please refer them to the Warden.

The Warden holds a duplicate key which can open the door to your flat but it will only be used in an emergency or with your permission.

You must not fit additional locks or chains to the door as these may delay access in an emergency.

Your privacy will be respected. The Warden has strict instructions only to enter your flat:

- If you ask the Warden to do so, or
- If you have given permission for work to be done in your absence, or
- In an emergency.

If you lose the key to your flat please contact the Warden straight away to arrange for a replacement to be obtained. Please do not obtain extra keys for your flat as this may

reduce the security of your flat.

Make sure that your visitors check that the main door to your building is securely shut after entry or exit.

For your security Wheelhouse Square has the benefit of external lighting and a CCTV surveillance system which is operated in accordance with a CCTV Code of Practice a copy of which is available on the Charity website or can be obtained from the Secretary to the Trustees.

Vehicular access to Wheelhouse Square is limited to residents and authorised visitors by means of electronically secured gates which require an access code.

For your safety except in an emergency vehicular access to Wheelhouse Square is restricted to the car parking area by means of security bollards.

Stopcock

The location of the water stopcock for each flat varies from flat to flat. On taking possession of your flat you should acquaint yourself as to the location of the stopcock for your flat. The Warden will be able to assist you in doing this.

Routine Visits

Residents will be visited in their new home by one or more of the Trustees after you have settled in and thereafter from time to time. This is an opportunity to get to

know you better and to address any issues and concerns you may have. Once a year the Trustees will inspect the state and condition of your flat the Warden having given you prior notice of their intention to do so.

Photographs

Please note that in the interests of the security of the residents of Wheelhouse Square and to assist with the

identification of residents the Trustees require an up to date photograph of all residents occupying the Charity's almshouses. A photograph of you will be taken on your appointment as a resident. For the purposes of the Data Protection Act 2018 your photograph will be retained throughout your occupation of your flat and destroyed within a period of 12 months of you vacating your flat.

Section 4 – Terms of Occupancy

Letter of Appointment

Your **Letter of Appointment**, of which you have a copy (there is a further copy of a letter of appointment set out at the end of this handbook.)explains that you occupy your flat as a beneficiary of the Charity. This means that you are not a tenant with the security of tenure that a tenancy offers and that in exceptional circumstances the Trustees could ask you to find alternative accommodation and leave. In practice this occurs very rarely when the Trustees believe that they have no alternative.

Examples of such circumstances are if:

- You are no longer able to look after yourself safely or to live independently even with the help of health or social services and/or family support
- You consistently fail to pay your weekly maintenance contributions (see below for further details) on a regular basis without good reason
- Your behaviour is deemed by the Trustees to be unreasonable or anti-social in respect of other residents, the Warden or the Trustees

- Your circumstances have changed significantly to the extent that you no longer qualify to live in the almshouses as a beneficiary of the Charity.
- Your flat is not kept in good order such that it becomes a safety or health hazard either to you or to other residents.
- You fail to abide by the terms and conditions contained in your Letter of Appointment or the Regulations contained in this handbook.

It is a condition of occupancy that you provide the Trustees

with accurate and complete information of your financial circumstances and that you inform the Trustees if your circumstances change significantly. Please be assured that only in the most exceptional circumstances would this lead to a resident being asked to leave their flat.

The Trustees would only set aside an appointment as a last resort after every effort had been made to resolve the issues. If having been asked to leave your flat you felt aggrieved you have the right to have your case heard in the County Court. If the decision to set aside the appointment was upheld by the Court you would be given every

assistance to find alternative accommodation.

Weekly Maintenance Contribution (WMC)

Weekly maintenance contributions are payable every 4 weeks in advance by standing order. You may be entitled to housing benefit to assist you pay your WMC. If you are experiencing difficulties in claiming housing benefit to help pay your WMC please inform the Warden.

The amount you pay is a contribution towards the cost of running the Charity. Items covered by the WMC include:

- Building repairs and maintenance
- Gas central heating

- Servicing and repair of water, gas and electrical installations (but not electrical equipment in your flat whether permanently wired or not)
- Decoration costs (communal areas and the exterior of your flat only)
- Insurance of buildings including your flat (but not its contents)
- Upkeep of the communal gardens and grounds
- Cleaning of communal areas including staircases and entrances
- Cleaning windows (external only)

The level of the WMC is reviewed by the Trustees periodically.

Consulting Residents

The Trustees will hold meetings with you and the other residents from time to time to discuss the running of Wheelhouse Square . You can also talk to a Trustee in private by asking the Warden to arrange this.

The Trustees will advise you before:

- Any work is done on your flat (except in an emergency)
- Making material changes to the communal facilities including the gardens

- Anyone enters your flat (except in an emergency)
- Making changes to the level of your weekly maintenance contribution

Absence from your flat

For fire safety and security reasons the Warden needs to know which residents are in occupation of their flat and who is absent.

Whenever you leave your flat before the Warden has spoken to you on a morning (save on a Sunday when the Warden is not on duty) you should sign your name on the board outside the Warden's flat so that the Warden knows you will be

absent and will not attempt to contact you.

If you are going to be away from your flat for 24 hours or more please inform the Warden of your temporary address and contact telephone number. Should you return earlier than planned please inform the Warden immediately you get home as it is important in an emergency to know if any residents are still away.

You are expected to be in full time occupation of your flat and extended periods away during the year or regular periods away each week may lead the Trustees to conclude that you have less need for almshouse

accommodation than others.

If you plan to be away from your flat for a period of more than 28 days at any one time or a total of more than 42 days in any one year you must obtain prior permission from the Trustees.

Before going away please ensure that all food has been put away or disposed of, taps and appliances have been fully switched off and windows shut.

Utilities, heating and water

In addition to the weekly maintenance contribution residents are responsible for paying their utility bills namely water, electricity

and council tax. There is no gas supply to your flat.

If the electricity supply to your flat is interrupted for any reason please inform the Warden straightaway.

Background central heating is included in your weekly maintenance contribution.

You may supplement the central heating but must only use portable electric heaters and always in accordance with the manufacturer's operating instructions. The use of all other heating appliances is strictly prohibited because of the fire risk.

Each flat is fitted with a thermostat to control the room temperature.

It is recommended that the thermostat is not set to a temperature higher than 22 degrees centigrade. Higher temperatures are not conducive to good health.

Hot water is supplied by way of an electric heater in each flat the cost of which is not included in your weekly maintenance contribution. The maximum temperature of the hot water supply is fixed so as to avoid scalding.

Improvements to your flat

You are strictly prohibited from carrying out any improvements, alterations or repairs to your flat or its fittings including alterations to the electrical or plumbing installations

without the written consent of the Trustees who may refuse consent or impose conditions on their consent. This does not prevent you from decorating the interior of your flat as and when necessary.

Operation of a Business

You are strictly prohibited from using your flat as a place of business either from where to conduct business or to store items connected with running a business. Nor is it permitted to have a business registered at your flat address.

Visitors – Family and Friends

Visits by your family and friends are welcomed.

If your visitors are children please ensure that they are never left unattended whether in your flat or elsewhere in Wheelhouse Square. Please ensure that they do not cause noise or disturbance to other residents.

Visitors are not permitted to stay overnight in your flat whether or not you are present.

The Charity has a guest room. Visitors may stay in this accommodation. The charge for use of the guest room is reviewed by the Trustees periodically. Visitors using the guest room are subject to the terms and conditions contained in your Letter of Appointment and the Regulations contained in this handbook and

may not occupy the guest room for more than 14 days in any calendar year without the prior consent of the Trustees.

Residents wishing to reserve the use of the guest room must contact the Warden in plenty of time before the intended visit to ensure that the room is available. Payment for the use of the guest room is payable to the Warden on or before the guests vacate the room .

Please note that smoking is not allowed in the guest room and that no one under the age of 16 years may stay in the guest room unaccompanied.

Pets

You must not keep any pets in your flat. This is because pets are often a source of dirt, noise or annoyance to others. There are also problems with regard to their care in the event of a resident's illness.

Moving Out

If you wish to vacate your flat you must give the Trustees at least **one month's notice in writing**. During this notice period you will be liable to pay your weekly maintenance contributions (WMC) even if you have already moved out.

Residents (or in the event of death their personal representatives) are responsible for payment of the WMC until their flat is cleared of furniture and personal

possessions and the keys are returned to the Warden.

Please note that in the event of a resident's death housing benefit ceases with immediate effect and the resident's personal representative will be liable for WMC payments until the flat is cleared which must be done within 28 days of the death of the resident.

In the event of you leaving your flat without giving notice you will be liable for paying the WMC until the end of the one month notice period which should have been given.

Utility bills must be paid by residents up to the date of departure.

As stated above the Trustees are entitled to

set aside a resident's appointment in the event of persistent non-payment of the WMC.

Re-Housing

If you wish to move from one flat to another flat within Wheelhouse Square you should contact the Warden to discuss the matter. While every effort will be made to assist a resident to move if there is a good reason the decision will depend upon the availability of another flat and will be entirely at the discretion of the Trustees.

The Trustees may require you to move to another flat in Wheelhouse Square when repair work is being carried out to your own flat or for some other unforeseen reason. You will be

given as much notice as possible should such a move be necessary.

Gifts and Legacies

It is the Charity's policy that no one involved in the running of the Charity including the Trustees, the Warden or any volunteers should accept any gift or legacy from a resident. If you wish to donate anything to the Charity please contact the Secretary to the Trustees through the Warden. All such matters will be dealt with confidentially.

Behaviour

The Trustees will not tolerate anti-social

behaviour that affects the quality of life of the Charity's residents, the Warden, or its volunteers. The Trustees believe that every resident has the absolute right to live free from abuse.

Your attention is drawn to the Charity's policies on anti-social behaviour and safeguarding which are set out at the end of this handbook.

Section 5 – Services Provided

The Warden

The Warden supports the general wellbeing of residents without interfering in their lives or intruding on their privacy. The Warden is not a trained carer and cannot therefore offer personal care support. The Warden can however liaise on your behalf with a wide range of local health and social services to ensure that you receive the help you need to remain safe and independent in your home. These services might include help with personal care and hygiene, meal preparation and provision, cleaning or shopping, or the

provision of physiotherapy or occupational therapy aides for use around the home.

In an emergency the Warden will call for help on your behalf and notify your family and friends.

The Warden's hours of duty are from 9.00am until 12 midday Monday to Saturday. The Warden lives on site. Please remember that when the Warden is off duty the Warden should not be called to attend to routine matters which could be left until the following morning. Please respect the Warden's off duty time and

privacy in the Warden's own flat.

The Warden will speak to every resident in occupation each morning through the call system to ensure all is well. This is usually followed by a walk round Wheelhouse Square to see if there are any difficulties. Where residents do not wish to receive a visit or call every day they may request not to be disturbed and may be asked to sign a form of disclaimer in view of this request. Where the Trustees feel there may be a real risk to the health or welfare of the resident they may insist that such calls are still made.

Emergency Alarm Service

All flats and the community room are connected to an emergency alarm system. When the Warden is absent and no Trustees are available to take the call the emergency alarm system is diverted to an emergency call centre which is manned 24 hours a day 365 days a year. It will handle emergency calls for health, police, fire and ambulance.

The emergency alarm service should only be used in an emergency. The Trustees reserve the right to make a charge for the improper use of the emergency alarm system including any costs payable to the emergency call centre.

You can call the emergency call system by pulling any one of the orange cords in your flat or the communal areas where fitted.

Please do **NOT** tie up the pull cords as it may be out of reach when you need to use it.

Guest Room

The Charity provides a Guest Room which can be made available to a relation or friend visiting you for a short period (normally up to seven days). The Guest Room comprises a bedroom with shower and a separate toilet with hand basin. The Charity makes a modest charge per night which charge is reviewed by the Trustees periodically .

The Guest Room can be booked by contacting the Warden. Priority will be given to carers.

Community Room

There is a community room including an orangery for the use of all residents and their visitors. It is equipped with tea and coffee making facilities, a television, sound system and a selection of reading materials as well as tables, chairs and comfortable seating.

The community room is used for coffee mornings, afternoon tea parties and other events organised by the Warden but residents are very welcome to use this facility for example for birthday celebrations or family

visits. Bookings for the use of the community room for such events should be made through the Warden.

Laundry Facilities

There is a laundry room with both washing machines and tumble dryers. You will be shown how to use the machines by the Warden.

The machines are operated by means of tokens which are available for purchase from the Warden when the Warden is on duty. The cost of the tokens is reviewed by the Trustees periodically .

The Warden will allocate you a day and time slot for your use of the laundry room.

Clothing must not be hung out to dry anywhere outside your flat.

Furniture and Fittings

Although the flats are unfurnished the Charity is nevertheless responsible for providing a fully fitted kitchen (but no appliances) and bathroom with either a shower cubicle or wet room.

Gardens

The gardens and grounds are communal to be enjoyed by all residents and their visitors.

The gardens and grounds are maintained by the Charity and the Trustees employ a gardening contractor for this purpose. Residents

are not permitted to give instructions to the gardening contractor about any work required to the garden area. If a resident has any request to make about the garden they should speak to the Warden who will pass the request to the Trustees for their consideration.

Residents may use the greenhouse situated in the garden area and keep plants in suitable containers outside their flat where appropriate but not in the entrance hallways or on the staircases giving access to the flats.

While residents and their visitors are encouraged to use the gardens residents are not permitted to host

parties or barbeques in the gardens.

Repairs and Decorations

The Charity is responsible for both external and internal structural repairs to your flat and to the communal areas. Please report all repair work required to the Warden who in consultation with the Trustees and subject to their approval will arrange for the work to be carried out. The Trustees will determine what repair work is required.

You are responsible for keeping the interior of your flat in good condition and decorative order.

The White Rose Home Improvement Agency

provides a Handyperson Service to help with small jobs - contact telephone number 01723 232323.

The replacement of light bulbs in flats is the responsibility of the residents. The Handyperson Service can assist with this if required.

The Charity is responsible for the external decoration of your flat but you are responsible for the internal decoration of your flat.

If you intend to decorate the interior of your flat in full or in part please let the Warden know who is going to undertake the decoration for security reasons.

Although you must not make any structural alterations to your flat or alter the plumbing or electrical installations without the consent of the Trustees favourable consideration will be given to alterations which enable you to live more comfortably and safely in your flat.

The White Rose Home Improvement Agency (for contact details see above) provides disabled facilities grants to help elderly or disabled people to live more comfortably and safely in their own home. The Agency will assess your individual needs and provide adaptations to your home to meet them such as an accessible shower or handrails for your bathroom. The consent

of the Trustees will still be required before any such work is carried out.

The Charity is responsible for the external and internal decoration of the communal areas including the community room and laundry room.

You will be consulted in advance about arrangements for work to be carried out to your flat and informed when the work will start and how long it is planned to take. Workmen will not be allowed to enter your flat while you are out unless you have agreed to the arrangement. An exception will have to be made however if an emergency arises such as a water leak.

Insurance

The Charity insures all the buildings including the flats in Wheelhouse Square.

Each resident is responsible for the insurance of the contents of their own flat and their personal possessions.

Please do not keep more cash in your flat than is necessary to meet day-to-day expenses and keep valuables out of sight.

The Warden is not allowed to take responsibility for your money or valuables.

Television

The Charity provides a communal television licence which is required to use any television-receiving

equipment including TV set, set-top box, video or DVD recorder, PC or mobile phone to watch or record programmes as they are being broadcast. This includes foreign broadcasts. The Charity makes a small charge (which is reviewed by the Trustees periodically) for the use of the licence. For further details about the communal licence please speak to the Warden.

Please be considerate to other residents in the use of TVs, radios, stereos, musical instruments and other sound producing equipment.

Cleaning

You are responsible for keeping your own flat clean and tidy including cleaning the windows inside. If cleaning becomes difficult or you cannot clean the windows inside safely please advise the Warden who will make alternative arrangements for which there is likely to be a small hourly charge if this becomes necessary.

Cleaning the windows of your flat outside and cleaning the communal areas including the entrance hallways and staircases giving access to the flats is the responsibility of the Charity and the cost of this service is included in the weekly maintenance contribution (see above).

Training

When you move into your flat the Warden will ensure that you are familiar with:

- Action to be taken in the event of a fire
- How to operate all the equipment in your flat
- The emergency call system
- The laundry facilities and use of the laundry room

Refuse collection and recycling

Refuse is normally collected on a Friday each week.

Blue and green refuse bins are provided by the Charity and must not be moved from the designated area.

Blue refuse bins **must** only be used for the disposal of materials to be recycled. General waste must be placed in the green bins.

Residents are not responsible for the movement of the bins for collection.

Telephones

You are responsible for making your own arrangements for installing a telephone and/or broadband service in your flat through your chosen provider. Please note that analogue telephone services are no longer available in Wheelhouse square

Visiting Services

Residents may wish to arrange for a home visit by a hairdresser, chiropodist or similar.

The Warden will be able to provide contact details of such services who visit Wheelhouse Square on a regular basis but will not make any arrangements for such visits.

Mobility Scooter Store

A mobility scooter store with charging points is available for use by residents with a mobility scooter. Use of mobility scooters in Wheelhouse Square and the store by residents must be in accordance with the Mobility Scooter Policy a copy of which is set out at the end of this handbook.

Section 6 – General Information

Electricity Meter Mains Switch and Fuse Box

Your electricity meter is located either in the entrance porch (blocks 2-7) or the boiler cupboard in your building (blocks 8-9).

The electricity mains switch for your flat is located in the boiler cupboard of your building.

The circuit breaker (fuse box) for your flat is located in the airing cupboard of the flat.

Council Tax and Council Tax Benefit

You are responsible for paying your own council tax and will receive an annual Council Tax

Notice from the local authority in about March each year. People living alone are entitled to a council tax reduction of 25%.

If your income consists of the basic state retirement pension and you have only modest savings you may be entitled to Council Tax Benefit from the local authority. Even if you do have income in addition to your basic state retirement pension you may still be entitled to Council Tax Benefit. Depending upon your precise circumstances, this could pay your council tax in whole or in part. To claim Council Tax

Benefit you should ask for an application form at the Customer First Centre at the Town Hall in St Nicholas Street (telephone number 01723 232323) or apply on line. Please speak to the Warden if you are unsure of your entitlement or need help in completing the claim form.

Housing Benefit

If your income consists of the basic state retirement pension and you have little or no capital you may also be entitled to Housing Benefit to help with payment of your weekly maintenance contribution (WMC). Even if you do have income in addition to your basic state retirement pension you may still be entitled to

some help with payment of your WMC. To claim Housing Benefit you should ask for an application form at the Customer First Centre at the Town Hall in St Nicholas Street (telephone number 01723 232323) or apply on line. It is important that you inform your local Housing Office if there are changes in your financial circumstances which may affect your entitlement to financial help as they have the power to demand repayment in the event of an over-payment of Housing Benefit.

Please note that eligibility to financial help from the state changes from time to time.

There are also other benefits to which you may be entitled such as pension credit and attendance allowance.

If you need advice on financial benefits you are recommended to contact the Citizens Advice Bureau at 4 Elders Street Scarborough YO11 1DZ (contact telephone number 0808 278 7900 or Age UK at 39 Aberdeen Walk Scarborough YO11 1BD (contact telephone number 01723 379058 or email:

reception@ageukscarborough.org*

Parking

If you have a car please use the car parking spaces designated for use by residents. There are separate spaces

designated for use by visitors.

Please do not park in unauthorised places or allow your visitors to do so as your cars may block the access for ambulances or fire engines attending in an emergency.

Wills

You are strongly advised to make a Will and it is best to ask a solicitor to help you with this. If you need help in finding one the Secretary to the Trustees who can be contacted through the Warden or the local Citizens Advice Bureau (see above for contact details) will be able to provide names of local solicitors.

As stated under '**Gifts and Legacies**' it is the

Charity's policy that no one involved in the running of the Charity should accept any gift or legacy from a resident. If you want to donate anything to the Charity please speak to the Secretary to the Trustees who can be contacted through the Warden. All such matters will be dealt with in confidence.

Lasting Power of Attorney

You may also feel it wise to consider setting up a Lasting Power of Attorney which allows you to appoint someone to look after your finances and to take welfare and healthcare decisions on your behalf in the event of your mental incapacity. Again you should seek legal advice from a

solicitor about making a Lasting Power of Attorney.

Local Organisations and Services

Many of the Charity's residents take advantage of a variety of organisations and services for the elderly in the Borough of Scarborough. These include:

- Advocacy Alliance (contact telephone number 01723 363910)
- Age UK (for contact details see above)
- Citizens' Advice Bureau (for contact details see above)
- Help the Aged (contact telephone number 01723 507137)

- Housing benefit office (for contact details see above)
- NHS - non-emergency helpline 111
- Police - non-emergency contact telephone number 101
- Rainbow Centre (contact telephone number 01723 500663)
- Salvation Army (contact telephone number 01723 378603)
- Scarborough Hospital (contact telephone number 01723 366111)
- Scarborough Talking News (contact telephone number 01723 363344)
- White Rose Home Improvement Agency (for contact details see above)

Please speak to the Warden to find out more about these and other local services available for the elderly.

Social Activities

A welcome sense of community can result from residents taking part in social activities together. Friendships grow and there is a greater readiness to support one another through difficult times. The Trustees find that some residents enjoy occasional opportunities to do things together, while others prefer to pursue their interests on their

own. There is no pressure therefore to take part in the organised activities.

The Warden organises regular coffee mornings as well as other events throughout the year.

Social Media

Those residents using social media such as Facebook and Twitter are asked not to express any views via social media about the Charity, its Trustees, the Warden or other residents.

Residents who post anything on social media that could be viewed as bringing the Charity or Wheelhouse Square into disrepute may be asked to leave.

Section 7 – If Things Go Wrong

Personal/Financial Problems

If you have any personal problems over money or any other matter and you have no family or friends whom you feel able to consult the Trustees will be pleased to help or offer advice if they can. You can ask to see any of the Trustees through the Warden and your concerns will be treated in the utmost confidence.

Please note that if you have financial difficulties that may affect your ability to pay your weekly maintenance contribution you are strongly advised to talk to the Warden at the

earliest opportunity when it may be possible to resolve the position.

Complaints

If you have any concerns, please bring them to the attention of the Warden who will do their best to resolve them. In the majority of cases minor issues can be dealt with informally quickly and efficiently and to the resident's satisfaction. The Trustees and the Warden can only resolve problems and improve the services provided if you speak up when things go wrong.

If residents wish to raise a complaint in connection with their occupation of their flat or about the services provided by the Charity they should do so in

accordance with the terms of the Charity's Complaints Policy a copy of which is set out at the end of this handbook.

FURTHER INFORMATION, POLICIES & FORMS

Letter of Appointment

Dated:

20....

Dear.....

I am pleased to advise you that the Trustees of Wheelhouse Square Flats (the **Charity**) have considered your application for accommodation and have decided to appoint you as a beneficiary (resident) of the Charity under a Scheme dated 15 March 1973 (as amended) and the right to occupy Flat Number(the **Flat**) at Wheelhouse Square Flats, Dean Road, Scarborough YO12 7SP (the **Almshouses**) subject to the terms and conditions set out below with effect from the.....day of.....20

A weekly maintenance contribution of £.....(the **WMC**) is payable four weekly in advance towards the upkeep of the Almshouses and this figure may be increased by the Charity upon one month's notice in writing at any time. The WMC should be paid by standing order to the Charity. The WMC will be payable from the commencement of the week during which you take occupation of the Flat until the end of the week in which you vacate the Flat or remove all your furniture and personal possessions whichever is the later. Please complete the attached standing order form prior to you taking up occupation of the Flat.

If you are entitled to Housing Benefit you may wish to make an application now to the Scarborough Borough Council in this regard. If you experience difficulties in claiming please let the Warden know.

It is a condition of occupancy that the full amount of the WMC is paid regardless of the services or support elements provided by the Charity used by you.

You will be responsible for payment of electricity, water rates and council tax relating to the Flat. Meters will be read prior to you taking up occupation.

The utility suppliers for the Flat are currently
(electricity) Yorkshire Water Authority (water) and Scarborough Borough Council (council tax). Should you choose another supplier you must provide the Warden with details of the provider in case of an emergency.

There is no gas supply to the Flat but the Flat has the benefit of gas fired central heating the cost of which is included in the WMC.

You will occupy the Flat subject to the following terms and conditions:

1. The Trustees undertake to carry out all repairs including the external decoration to the Flat. You are responsible for the internal decoration of the Flat.
2. You shall not make any structural alterations to the Flat or alter the plumbing or electrical installations without the consent in writing of the Trustees who reserve the right to refuse their consent and impose conditions on any consent given. No shelving, cupboards, locks or fittings shall be fixed or removed from the walls or doors of the Flat without such consent.
3. You shall permit reasonable access to the Flat by or on behalf of the Trustees for inspection of its state of repair and condition and for repairs and decoration to be carried out to the Flat or other parts of the Almshouses on being given reasonable notice except in the case of an emergency.
4. You shall keep the Flat clean and tidy and avoid storage of excess or unnecessary items. All defects which become apparent in the Flat must be reported to the Warden or one of the Trustees as soon as possible.
5. The Trustees undertake to clean the exterior of the windows of the Flat and the entrance porch and staircase giving access to the Flat on a regular basis.
6. The use of paraffin, oil or portable gas or similar heaters in the Flat is strictly prohibited.
7. You shall not be absent from your Flat for more than a total of 28 days at any one time and not more than 42 days in any one year without the prior consent in writing of the Trustees and you shall inform the Warden if you will be away for more than 24 hours.
8. The name and address of your next of kin must be supplied to the Warden together with information as to whether you have made a Will and if so where the Will is deposited.
9. You are required to occupy the Flat quietly and with thought for other residents of the Almshouses and/or neighbours. No radio, TV music system or other electronic device shall be operated in such a manner as to cause a nuisance, annoyance or disturbance to other residents of the Almshouses and/or neighbours. Nor shall anything be done in, upon or about the Almshouses which shall be a nuisance, annoyance or disturbance to other

residents of the Almshouses or to the owners and/or occupiers of neighbouring or adjoining properties, or to members of the general public.

10. You shall have the free use of the communal gardens, community room and orangery.
11. The Trustees may take such steps as they think proper for the administration of the Charity and for the welfare of the residents of the Almshouses including the making of regulations (the **Regulations**) for the benefit of the residents of the Almshouses. These Regulations are contained in the Residents' Handbook and form part of this Letter of Appointment. Any alteration to the Regulations shall be notified in writing to each resident.
12. You shall have the use of the laundry room and its laundry facilities which are operated by means of tokens which are available for purchase from the Warden's Office when the Warden is on duty. The cost of the tokens is reviewed periodically by the Trustees. The Warden will allocate a specific day and time to you for your use of the laundry room. You shall keep the laundry room clean and tidy and report any defects to the Warden as soon as possible.
13. You shall not hang any washing out to dry anywhere outside the Flat.
14. You may expect to continue in occupation of the Flat for as long as you need the accommodation providing you continue to qualify as a beneficiary of the Charity and are able to look after yourself. If your health deteriorates you must be willing to accept advice and guidance either from your own General Practitioner or a medical consultant appointed by the Trustees. The Trustees will also consult with your next of kin, social services and any other agencies if necessary.
15. The Trustees undertake to provide the services of a Warden (or in the absence of the Warden an alternative service) who will be available from 9.00am until midday Monday to Saturday. The Warden should not be contacted outside these hours except in an emergency.
16. You shall provide the Trustees with authority to contact your General Practitioner and next of kin directly in the event of emergency by signing the attached form of authority.

17. The Trustees undertake to provide a communal television aerial and television licence subject to payment of the relevant fee for use of the licence (which fee is reviewed periodically by the Trustees).
18. Pets shall not be kept in the Flat.
19. Visitors are not permitted to stay in the Flat overnight. The Charity has a guest room available for the use of visitors. Visitors may stay in this accommodation by agreement with the Warden on payment of the relevant fee per night (which fee is reviewed periodically by the Trustees). Visitors are subject to the Regulations contained in the Residents' Handbook and may not occupy the guest room for more than 14 days in any calendar year without the prior consent of the Trustees.
20. Neither you nor any of your relations or guests shall be a tenant of the Charity or have any legal or beneficial interest in the Flat or guest room.
21. The Trustees reserve the right to ask you to vacate the Flat and move either temporarily or permanently to another flat within the Almshouses.
22. Your attention is drawn to the Complaints Procedure set out in the Residents' Handbook.
23. The Trustees retain the power to set aside your appointment in the case of:
 - serious misconduct;
 - non-payment of the WMC;
 - serious or persistent breach of these terms and conditions or the Regulations;
 - you are no longer a qualified beneficiary of the Charity;
 - you are a risk to yourself or other residents/staff/volunteers;
 - you are no longer able to look after yourself safely or live independently; or
 - for some other good cause or reason.
24. Should you wish to leave the Flat to live elsewhere not less than one calendar months' notice in writing must be given to the Trustees. The WMC remains payable until the end of the week in which the notice period expires

or the Flat is vacated and cleared of all your furniture and possessions whichever is the later.

25. When you vacate the Flat for whatever reason all items belonging to you shall be removed by you forthwith. The WMC shall be paid up to the departure date together with all utility bills. Should you wish to vacate the Flat before the notice period expires the WMC shall still be payable to the end of the notice period.
26. In the event that furniture or possessions are left or abandoned by you the Trustees reserve the right to sell them after a period of three months and out of the proceeds pay any outstanding amounts owing to the Charity including outstanding WMC and any expenses incurred by the Trustees including removal and storage costs.
27. It is your responsibility to notify the Charity of any change in your circumstances which may affect your qualification as a beneficiary of the Charity including changes to your financial circumstances. The Trustees reserve the right to review your financial circumstances for this purpose from time to time.
28. The Flat must not be used as a place of business either from where to conduct business or to store items connected with running a business.
29. You may apply to the Trustees for consent to keep a mobility scooter at the Almshouses in the storage unit designated for this purpose. The vehicle shall be insured and shall be kept at your sole risk. You shall be required to provide proof of such insurance to the Trustees on demand.
30. The Trustees shall provide a suitable emergency alarm monitoring system. The cost of the system is included in the WMC save that the Trustees reserve the right to recover from you any costs or expenses incurred by the Trustees as a result of the improper use of the system.

It is a condition of occupancy of the Flat that a new resident signs a copy of this Letter of Appointment (copy enclosed), signifying their willingness to abide by the above terms and conditions before taking up occupation. In the event of an appointment being made to two persons, both should sign the copy letter.

Yours faithfully

Signed by.....

Name:.....

Position:.....

for and on behalf of the Trustees

I/We hereby acknowledge receipt of the original Letter of Appointment of which this is a true copy and confirm my/our willingness to abide by the terms and conditions set out in the Letter of Appointment

Signed.....

Name of Resident.....

Signed.....

Name of Resident.....

Date of signature by Resident(s).....20.....

ANTI-SOCIAL BEHAVIOUR POLICY AND PROCEDURE

Policy

1. The Trustees of the Wheelhouse Square Flats (the Charity) will not tolerate anti-social behaviour that affects the quality of life of a resident, an employee, volunteer or the management of the Charity.
2. Residents are encouraged to report to the Trustees any behaviour considered by them to be anti-social by any person.
3. The Trustees will investigate such reports (in confidence when this is appropriate).
4. Should mediation be appropriate the Trustees may involve an advice and mediation service to resolve the problem.
5. If the matter cannot be resolved by mediation the Trustees will not hesitate to act on behalf of a resident affected by anti-social behaviour.
6. If this is caused by another resident in contravention of their Letter of Appointment the Trustees will take appropriate action which may include the setting aside of the resident's appointment to their almshouse.
7. In case of anti-social behaviour by visitors or neighbours the Trustees may seek an Anti-Social Behaviour Order on behalf of one or all the residents.

Procedure

8. Residents should report any behaviour considered by them to be anti-social to the Chair of the Trustees in writing (marked personal for the Chair) and addressed to the Chair c/o The Warden's Office, Wheelhouse Square, Dean Road, Scarborough YO12 7SP.
9. The Chair will bring the report to the notice of the Trustees at the earliest opportunity
10. The Trustees will then decide to:
 - (a) Resolve the matter within the Charity; or
 - (b) Refer the matter for external mediation; or
 - (c) Seek an Anti-Social Behaviour Order.

FIRE SAFETY PROCEDURE

1. Fire Safety Procedure

After seeking advice from the local Fire Prevention Officer a Fire Safety Procedure has been implemented to cover any action to be taken in the event of fire or similar emergency.

2. Principles

- a) The general policy in the event of a fire in your flat or the building of which your flat forms a part is that evacuation of the whole of the building will take place and for you to leave your flat immediately closing doors behind you. The assembly point is the residents' car park adjoining the main entrance – there is a sign in the car park.
- b) Evacuation from the assembly point will only take place on the instruction of the Fire Officer in charge at the scene.
- c) Where the fire is in another building a “stay put” policy has been agreed with the Fire Service. Residents can be reasonably sure of safety during a fire in another building if they remain in their own flat. Evacuation of your building may be required on the instruction of the Fire Officer in charge at the scene.

3. Staff Training

Staff will have regular training in Fire Safety, in the use of fire extinguishers and refresh and update their knowledge on emergency procedures.

4. Reporting Incidents

All fires and fire related incidents must be reported to the Warden.

5. Testing Equipment

All smoke detectors are tested automatically on a weekly basis and are checked quarterly by or on behalf of the Trustees. Fire extinguishers in communal areas are checked annually by an external company.

6. Occupancy and Absence from Flats

It is essential that residents inform the Warden if they are going to be away from their flat overnight or if they are going on holiday (and specify the exact dates). It is vital that at all times the Warden has an accurate list of which residents are at

home and which are away, so that in the event of a fire the Fire Service know whether and where there are residents who need to be evacuated.

7. Review

The Fire Safety Policy will be reviewed periodically or when there are changes to fire practices.

Complaints Policy

1. The intention of this Policy is to ensure that the complaints process used by the Trustees of Wheelhouse Square Flats (the Charity) is flexible and responsive to the needs of individual complaints. The Policy seeks to ensure that:

- residents who complain are listened to and treated with courtesy and empathy
- residents will never be disadvantaged as a result of making a complaint
- complaints are investigated promptly, thoroughly, honestly and openly
- apologies are given as appropriate
- complaints handling will comply with confidentiality and data protection policies

2. Complaints may be made by residents, their carers and families or a representative of a resident.

3. The Trustees of the Charity will not be able to deal with an issue through the complaints process if:

- the complaint relates to a legal matter that is already being dealt with by a legal advisor; or
- the complainant is anonymous, unless there is sufficient documentary evidence to substantiate the complaint.

4. Residents should be encouraged to raise minor complaints informally with either the Warden or a Trustee of the Charity in the first instance, preferably verbally, as this can lead to better understanding and very often to a quick resolution of the issue.

5. If the complaint cannot be solved quickly or if the complaint is more serious, it should be made in writing. A written complaint should include sufficient detail to enable the Trustees of the Charity to investigate.

6. Complaints should be addressed to the Secretary c/o The Warden's Office, Wheelhouse Square, Dean Road, Scarborough YO12 7SP in the first instance, who will acknowledge receipt of a written complaint within 7 days. This acknowledgement will indicate the proposed course of action in dealing with the

complaint and the anticipated timescale. The Secretary will usually nominate a Trustee of the Charity to investigate the complaint who will seek to resolve the complaint as a matter of urgency. The Trustee will provide the complainant with a written report on the outcome of their investigation and the action, if any, to be taken to resolve the complaint.

7. If the complainant is not satisfied with the outcome of their complaint they have 14 days to submit a written appeal including an explanation of why they are dissatisfied with the outcome of their complaint to the Chair of Trustees c/o The Warden's Office, Dean Road, Scarborough YO12 7SP who will convene a special meeting of the Trustees of the Charity excluding the Trustee who originally dealt with the complaint within 21 days of the appeal being submitted.

8. The Chair of the Trustees will respond in writing to the complainant within 7 working days of the date of the special meeting advising of the action, if any, to be taken to resolve the complaint.

9. The decision of the special meeting of the Trustees will be final.

10. If a complaint is in the opinion of the Trustees pursued unreasonably or where a resident's actions or behaviours are deemed to be unreasonable the Trustees reserve the right to close the complaint. A complainant who displays threatening or abusive behaviour or language (whether verbal or written) that causes the Warden or a Trustee to feel threatened abused and/or continues to contact the Warden or any of the Trustees with unreasonable demands during or following a complaint investigation may have their appointment to occupy their accommodation set aside.

11. In cases where the Trustees consider a complaint is being pursued unreasonably or overly persistent and decide to bring the complaint to an end they will inform the complainant of their decision and the reasons for their decision.

Mobility Scooter Policy

- 1 The Trustees of Wheelhouse Square Flats (the Charity) understand the benefits that mobility scooters can provide and wish to support residents to retain their independence and mobility as far as possible. However the health and safety of all of the Charity's residents, staff and visitors to Wheelhouse Square must be the Trustees first priority.
- 2 The Trustees of the Charity have an obligation under the Regulatory Reform (Fire Safety) Order 2005 regarding the storage and charging of mobility scooters
- 3 Storage of and access to mobility scooters could become significant issues for other residents leading to either a scooter being a potential health and safety and/or a fire hazard on site if the users of mobility scooters fail to follow appropriate and necessary guidelines as set out in this Policy.
- 4 A resident **must obtain written permission** from the Trustees prior to acquiring a mobility scooter. The Trustees will consider the individual merit of each application taking into account all relevant circumstances.
- 5 Should permission be granted for the resident to use and store a mobility scooter at Wheelhouse Square then before use is allowed the resident must comply with the following conditions:
 - the mobility scooter must undergo a PAT Test (and thereafter annually);
 - the mobility scooter must be serviced at least annually;
 - the resident must have appropriate insurance in place which should include liability insurance in case of either damage to property in Wheelhouse Square or injury involving other people who may be living at or visiting the Square;
 - the resident must hold a valid driving licence if that is required for the mobility scooter;
 - the mobility scooter must be stored in the storage unit designated for this purpose; and
 - the resident will be required to provide copies of the PAT test, the service and insurance certificates to the Trustees on request.
- 6 Mobility scooters must only be charged using one of the dedicated charging points in the mobility scooter storage unit for the manufacturer's recommended time and must not be left on permanent charge especially overnight.

- 7 For safety reasons residents must not travel at more than 4 mph when using their mobility scooter in Wheelhouse Square.
- 8 Mobility scooters must not be allowed to obstruct or be parked on any of the roadways or footpaths in Wheelhouse Square.
- 9 Any visitors must comply with this policy or they will not be allowed to bring their mobility scooter into Wheelhouse Square.
- 10 This policy applies to all Trustees, staff, residents and visitors.