WHEELHOUSE SQUARE FLATS

ALMSHOUSE CHARITY

Registered Charity No 226209



RESIDENTS' HANDBOOK

(August 2026 edition)

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

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Section 1 – Introduction

The Board of Trustees of Wheelhouse Square Flats (**Charity**) would like to extend a very warm welcome to you as a resident of Wheelhouse Square. The Board of Trustees hope that you will settle in quickly and be very happy at Wheelhouse Square. This handbook sets out useful information about the Charity, 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 matter.

Please note that the rules and regulations (**Regulations**) set out 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 for the Board of Trustees to amend these Regulations from time to time for the benefit of all residents and to ensure the effective management of Wheelhouse Square.

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.

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 bequeathed for the purpose by George Wheelhouse a London distiller who was born in Scarborough on 22 August 1772 and died in London 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 constitution of the Charity is set out in a Trust Deed a copy of which is available on the Charity's website at www.wheelhouse-almshouse.org.uk

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

The Charity is administered by a Board of Trustees (**Board of Trustees**) assisted by a resident warden (**Warden**).

The Warden makes daily contact (except on Sundays) 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 social room 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 Trust Deed states that “the residents shall be persons of limited means resident within a radius of 15 kilometres of Scarborough Railway Station with a preference for persons who were born within 15 kilometres of Scarborough Railway Station”.

Subject to this qualification appointments are made at the discretion of the Board of Trustees.

Equal Opportunities

The Board of Trustees ensures that the Charity’s almshouses and services are delivered fairly. Subject to the requirements of the Trust Deed and the purpose for which the almshouses are intended the Board of Trustees does not discriminate on grounds

of sex, marital status, race, religion or sexual orientation.

Data Protection

It is part of the responsibilities of the Board of Trustees to ensure that residents are suitably qualified under the terms of the Trust Deed on their appointment and continue to be suitably qualified throughout their occupation. The Board of Trustees therefore needs to investigate the personal and financial 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.

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 at www.wheelhouse-almshouse.org.uk or can be obtained from the Secretary to the Board of Trustees who can be contacted through the Warden.

Under the General Data Protection Regulations you have a right to complain to the Information Commissioner's Office in the event of any problem regarding your personal information.

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 GP, 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 scheme 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 GP or the ambulance or social services as appropriate on your behalf.

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

Selective Licence

Wheelhouse Square has been granted a Selective Licence by the North Yorkshire Council under the Housing Act 2004 confirming that Wheelhouse Square

and the Charity meet the amenity and housing management standards imposed by the Council.

Fire Precautions

Wheelhouse Square complies with the appropriate fire safety regulations and a fire risk assessment is carried out on a regular basis. The Charity's Fire Safety Procedure which is set out at the end of this handbook is reviewed regularly.

The Warden will explain to you the fire safety instructions which apply in the event of a fire or other emergency so that you know what to do and where to go in the event of a fire or other emergency.

Please familiarise yourself with the Fire Action Notices prominently displayed in all communal areas 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 detectors or trying to cover them up in any circumstances. The smoke detectors are there to save lives including your own.

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 by regularly checking at night or before going out that all electrical 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 especially fire doors – 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 in your flat.

DO use ash trays if you smoke.

Electrical Appliances

If requested to do so residents must permit the Board of 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 Board of 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 and CCTV

Please consider the following:

DO keep the door to your flat locked at all times

DO lock all ground floor windows before leaving your flat

DO ensure that the entrance 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 to your flat

Please note that the chain should only be used when opening 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.

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.

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.

All first floor windows are fitted with a device to limit their opening for safety reasons. These devices can be disabled in an emergency.

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 at www.wheelhouse-almshouse.org.uk or can be obtained from the Secretary to the Board of Trustees who can be contacted through the Warden.

Vehicular access to Wheelhouse Square is limited to residents and authorised visitors by means of electronically controlled gates which require an access code to open. The code is available from the Warden. Do not disclose the code to anyone.

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 Board of 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 one or more of the Trustees together with the Warden will inspect the state and condition of your flat having given you prior notice of their intention to do so. The purpose of the visit is to check on the state and condition of your flat to enable any necessary repairs to be carried out and that you are complying with the terms and conditions of your Letter of Appointment.

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 Board of Trustees requires 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 General Data Protection Regulations 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 Board of Trustees could set aside your appointment as a beneficiary of the Charity and ask you to find alternative accommodation and leave your flat. In practice this occurs only in exceptional circumstances when the Board of Trustees believes that they have no alternative.

Examples of such exceptional 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; or
- you are no longer suitable to occupy your flat by reason of illness or disability: or
- you consistently fail to pay your weekly maintenance contributions (see page 23 for further details) on a regular basis without good reason; or

- your behaviour is determined by the Board of Trustees to be unreasonable or anti-social in respect of other residents, the Warden or the Charity's Trustees; or
- your circumstances have changed significantly to the extent that you no longer qualify to live in the almshouses as a beneficiary of the Charity; or
- your flat is not kept in good order such that it becomes a safety or health hazard either to you or to other residents; or
- 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 your occupancy that you provide the Board of Trustees with accurate and complete information of your personal and financial circumstances and that you inform the Board of 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 Board of Trustees would only set aside your appointment as a beneficiary of the Charity 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 your

appointment was to be upheld by the Court you would be given every assistance to find alternative accommodation.

Weekly Maintenance Contribution

Weekly maintenance contributions (WMC) are payable every 4 weeks in advance by standing order.

You may be entitled to housing benefit to assist you to 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 your own electrical appliances 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 areas, gardens and grounds;
- cleaning of communal areas including staircases and entrances; and
- cleaning windows (external only).

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

Communication with Residents

If you ever want to private talk to one of the Charity's Trustees about your flat or the running of Wheelhouse Square you may ask the Warden to arrange this.

The Board of Trustees will always advise you before:

- any work is done on your flat (except in an emergency); or
- making material changes to the communal facilities including the gardens; or
- anyone enters your flat (except in an emergency); or
- 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 office 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 more than 24 hours 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 Board of 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 Board of Trustees.

Before going away please ensure that all food has been put away or disposed of, taps and electrical 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 own 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.

The provision of 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 water 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 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 or making alterations to the electrical or plumbing installations without obtaining the **prior** written consent of the Board of 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 are you 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 include 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 you are present or not.

The Charity has a guest room. Visitors may stay in this accommodation. The charge for use of the guest room is reviewed periodically by the Board of Trustees.

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 Board of 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 guest(s) 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 regarding their care in the event of a resident's illness or incapacity.

Moving Out

If you wish to vacate your flat you must give the Board of 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 the payment of

the WMC until their flat is cleared of all 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 date 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's notice period which should have been given.

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

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 Board of Trustees.

The Board of Trustees may require you to move to another flat in Wheelhouse Square:

- when repair or other work is being carried out to your own flat; or

- there has been a change in your mobility; 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 Charity's 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 Board of Trustees through the Warden. All such matters will be dealt with confidentially.

Behaviour

The Board of Trustees will not tolerate anti-social behaviour that affects the quality of life of the Charity's residents, the Warden, or its volunteers. The Board of Trustees believes that every resident has the absolute right to live free from abuse.

Your attention is drawn to the Charity's policy on anti-social behaviour which is 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 other services to ensure that you receive the help you need to remain safe and independent in your home. These services may 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 9.00 am 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 of their flat each morning (except Sundays) through the emergency call system to

ensure all is well. This is usually followed by a walk around Wheelhouse Square to see if there are any problems.

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 Board of 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 System

All flats and the social room are connected to an emergency alarm system. When the Warden is absent the emergency alarm system is diverted to an emergency call centre which is manned 24 hours a day 365 days a year.

The emergency alarm system will handle emergency calls for health, police, fire and ambulance or contact your next of kin if this information has been supplied to the Warden as previously recommended.

The emergency alarm service should only be used in an emergency. The Board of 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 in the communal areas where fitted.

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

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 periodically by the Board of Trustees.

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

Social Room

There is a social room for the use of all residents and their visitors. It is equipped with tea and coffee making facilities and a selection of reading materials as well as tables, chairs and comfortable seating.

The social 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 social 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 periodically reviewed by the Board of Trustees.

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

The laundry room should be left clean and tidy after use. Please report promptly any problems with the washing machines or tumble dryers to the Warden.

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 electrical appliances) and a bathroom with either a shower cubicle or wet room

Gardens

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

The gardens and grounds are maintained by the Charity and the Board of Trustees employs a gardening contractor for this purpose. Residents are not permitted to give instructions to the gardening contractor about any work required to the gardens. If a resident has any request to make about the gardens they should speak to the Warden who will pass the request to the Board of Trustees for consideration.

Residents may use the greenhouse situated in the gardens 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 promptly any repair work required to your flat to the Warden who in consultation with the Board of Trustees and subject to its approval will arrange for the work to be carried out. The Board of 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 0300 131 2131.

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.

For security reasons if you intend to use a decorator to decorate the interior of your flat in full or in part please let the Warden know who is going to undertake the decoration.

Although you must not make any structural alterations to your flat or alter the plumbing or electrical installations without the consent of the Board of 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 adaptions to your flat to meet them such as an

accessible shower or handrails for your bathroom. The consent of the Board of 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 social 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.

Television

A concessionary communal television licence is available 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 or streamed. This includes foreign broadcasts.

TV Licensing makes a small charge (which is reviewed periodically by TV Licensing) for the use of the licence. For further details about the communal licence and payment of the charge 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 safely clean the windows inside 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 your weekly maintenance contribution.

Instructions

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; and
- the laundry facilities and use of the laundry room.

Refuse collection and recycling

Refuse is normally collected on a weekly basis.

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 in compliance with the requirements of the North Yorkshire Council recycling scheme. General waste must be placed in the green bins.

Residents are not responsible for the movement of the refuse 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.

A resident must obtain written permission from the Board of Trustees to use a mobility scooter in Wheelhouse Square **prior** to acquiring a mobility scooter.

The use of mobility scooters in Wheelhouse Square by residents or visitors 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 distribution board (fuse box) for your flat is located in the water heater cupboard of your flat.

Council Tax and Council Tax Support

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 Support from **North Yorkshire Council**. Even if you do have income in addition to your basic state retirement pension you may still be entitled to Council Tax Support.

Depending upon your circumstances Council Tax Support could pay your council tax in whole or in part.

To claim Council Tax Support you should ask for an application form at the Customer First Centre at the

Town Hall in St Nicholas Street (contact telephone number 0300 1312 131) or apply on line.

Please speak to the Warden if you are unsure of your entitlement or need help in completing the claim form.

It is important that you inform North Yorkshire Council if there are changes in your financial circumstances which may affect your entitlement to financial help as the Council has the power to demand repayment in the event of an over-payment of Council Tax Support.

Please note that eligibility to Council Tax Benefit may change from time to time.

Housing Benefit

If your income consists of the basic state retirement pension and you have only modest savings you may also be entitled to Housing Benefit from **North Yorkshire Council** to help with payment of your weekly maintenance contribution. Even if you do have income in addition to your basic state retirement pension you may still be entitled to housing benefit.

To claim Housing Benefit you should ask for an application form at the Customer First Centre at the Town Hall in St Nicholas Street (contact telephone number 0300 1312 131) or apply on line.

Please speak to the Warden if you are unsure of your entitlement or need help in completing the claim form.

It is important that you inform North Yorkshire Council if there are changes in your financial circumstances which may affect your entitlement to financial help as the Council has the power to demand repayment in the event of an over-payment of Housing Benefit.

Please note that eligibility to Housing Benefit may change from time to time.

Other Benefits

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:

- **Citizens Advice Bureau** at 13-15 Northway Scarborough YO11 1JH (contact telephone number 0808 2787900); or
- **Age UK North Yorkshire Coast & Moors** at 39 Aberdeen Walk Scarborough YO11 1BD (contact telephone number 01723 379058 or email: enquiries@ageuknycm.org.uk

Parking

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

You must 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 recommended to ask a solicitor to help you with this. If you need help in finding one the Secretary to the Board of Trustees who can be contacted through the Warden or the local Citizens Advice Bureau (contact telephone number 0808 2787900) 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 Board of 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/or to take welfare and healthcare decisions on your behalf in the event of your mental incapacity. You are recommended to 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 Scarborough. These include:

- **Advocacy Alliance** (contact telephone number 01723 363910)
- **Age UK** (for contact details see above)
- **Citizens' Advice Bureau** (contact telephone number 0808 278900)
- **Help the Aged** (contact telephone number 01723 507137)
- **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 07493 700724)
- **White Rose Home Improvement Agency** (contact telephone 0300 131 2131)

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 Board of 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 any organised activities.

The Warden organises social events for residents throughout the year.

Social Media

Those residents using social media such as Facebook or X (formerly Twitter) are asked not to express any views via social media about the Charity, the Charity's Trustees, the Warden, volunteers or other residents.

A resident who posts anything on social media that could be viewed as bringing the Charity or Wheelhouse Square into disrepute may have their appointment as a beneficiary of the Charity set aside and be asked to leave their flat.

Section 7 – If Things Go Wrong

Personal or 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 Board of Trustees will be pleased to help or offer guidance if they can. You can ask to see any of the Charity's 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 her 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 Board of Trustees or the Warden can only resolve problems and improve the services provided if you speak up when things go wrong.

If a resident wishes 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 Charity's Complaints Policy a copy of which is set out at the end of this handbook.

FURTHER INFORMATION, POLICIES & FORMS

Letter of Appointment

Registered Charity No 226209

Address: Warden's Office, Wheelhouse square Flats, Dean Road, Scarborough YO12 7SP

Dated: 20….

Dear……..

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

A weekly maintenance contribution of £.....(**WMC**) is payable four weekly in advance for your occupation of the Flat and towards the upkeep of the Almshouses. The WMC may be increased by the Charity upon providing you with one month's notice in writing at any time.

The WMC must be paid by standing order to the Charity. Please complete the attached standing order form prior to you taking up occupation of the Flat.

Subject to the Terms and Conditions 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.

If you believe that you may be entitled to Housing Benefit to assist with the payment of the WMC you may wish to make an application for such Benefit to the North Yorkshire Council. If you experience difficulties in claiming Housing Benefit please let the Warden know.

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

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

The utility suppliers for the Flat are currently:

Water - Yorkshire Water Authority

Electricity - ……...

Council Tax - North Yorkshire Council

Should you choose another utility supplier you must provide the Warden with details of the new 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:

Payments

1. You shall promptly pay the WMC payable in respect of the Flat commencing on the Sunday of the week you become entitled to occupy the Flat until the Saturday of the week you vacate the Flat or remove all your furniture and personal possessions from the Flat whichever is the later.
2. The WMC shall be payable by standing order to the Charity four weekly in advance.
3. The full amount of the WMC shall be paid regardless of the extent of the services or support elements provided by the Charity used by you.
4. You shall be responsible for the payment for the electricity supply, water rates and council tax relating to the Flat throughout your occupation of the Flat.

Repairs and Maintenance

5. The Board of Trustees undertakes to carry out all repairs required to the Flat including the external decoration of the Flat.
6. You shall be responsible for the internal decoration of the Flat.
7. You shall keep the interior of Flat clean and tidy and avoid the storage of excess or unnecessary items in the Flat.
8. You shall not store any items anywhere outside the Flat.
9. All defects which become apparent in the Flat must be reported to the Warden or a member of the Board of Trustees as soon as possible.
10. The Board of Trustees undertakes to clean the exterior of the windows of the Flat and the entrance porch and any staircase giving access to the Flat on a regular basis.
11. You shall be responsible for cleaning the inside of the windows of the Flat on a regular basis.

12. You shall permit access to the Flat by or on behalf of the Board of Trustees for the 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 at any time on been given reasonable notice except in the case of an emergency.

Alterations

13. You shall not make any structural or other alterations to the Flat or alter the electrical, plumbing or other installations in the Flat without the consent in writing of the Board of Trustees who reserve the absolute right to refuse such consent and/or impose conditions on any consent given.

14. No shelving, cupboards, locks or fittings shall be affixed or removed from the walls or doors of the Flat without the consent in writing of the Board of Trustees who reserve the absolute right to refuse such consent and/or impose conditions on any consent given.

Portable Heating Appliances

15. The use of paraffin, oil, portable gas or similar heaters in the Flat is strictly prohibited.

Absences from the Flat

16. You shall not be absent from the Flat for more than a total of 28 days at any one time and not for more than 42 days in any period of 12 months without the prior consent in writing of the Board of Trustees.

17. You must inform the Warden if you will be absent from the Flat for more than 24 hours.

Next of Kin and Wills

18. 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.

Nuisance and Annoyance

19. You are required to occupy the Flat quietly and with thought for other residents of the Almshouses or the owners or occupiers of neighbouring or adjoining properties.

20. You shall not operate any radio, TV, music system or other electronic device in such a manner as to cause a nuisance, annoyance or disturbance to other residents of the Almshouses or the owners or occupiers of neighbouring or adjoining properties.

21. You shall not do or permit anything to be done in upon or about the Almshouses which causes a nuisance annoyance or disturbance to other residents of the Almshouses or to the owners or occupiers of neighbouring or adjoining properties or to members of the general public.

Use of Communal Gardens and Social Room

22. You shall have the free use of the communal gardens and social room forming part of the Almshouses.

23. The Board of Trustees may take all 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 (**Regulations**) from time to time for the benefit of the residents of the Almshouses. The Regulations are contained in the Residents' Handbook.

24. You shall at all times comply with the Regulations as if they were set out in these Terma and Conditions.

25. Any alterations or additions made to the Regulations by the Board of Trustees shall be notified in writing to each resident of the Almshouses.

Laundry Room

26. You shall have the use of the laundry room (**Laundry Room**) and its laundry facilities which are operated by means of tokens (**Tokens)** which are available for purchase from the Warden's Office when the Warden is on duty.

27. The cost of the Tokens is reviewed periodically by the Board of Trustees.

28. The Warden shall allocate to you a specific day and time for your use of the Laundry Room.

29. You shall keep the Laundry Room clean and tidy and report any defects to the Warden as soon as possible.

30. You shall not hang any washing out to dry anywhere outside the Flat.

Quiet Enjoyment

31. You may expect to continue in occupation of the Flat for as long as you need the accommodation provided you continue to qualify as a beneficiary of the Charity and are able to live independently.

32. If your health or mobility deteriorates you must be willing to accept advice and guidance either from your own General Practitioner or a medical consultant appointed by the Board of Trustees. The Board of Trustees will also consult with your next of kin, social services and other agencies where necessary.

33. You must provide the Board of Trustees with authority to contact your General Practitioner and next of kin directly in the event of an emergency by signing the attached form of authority prior to you taking up occupation of the Flat.

Warden

34. The Board of Trustees undertakes to provide the services of a warden (**Warden**) who will be available from 9.00am until midday Monday to Saturday. The Warden must not be contacted outside these hours except in an emergency.

35. In the absence of the Warden an alternative arrangement will be provided by the Board of Trustees.

Concessionary TV Licence

36. The Board of Trustees undertakes to provide a residential care concessionary television licence (and communal aerial) subject to the payment by you of the relevant fee for use of the licence (which fee is reviewed periodically by TV Licensing).

Pets

37. Pets shall not be kept in the Flat.

Visitors

38. Visitors are not permitted to stay in the Flat overnight.

39. The Charity has a guest room (**Guest Room**) available for the use of visitors. Visitors may stay in the Guest Room by agreement with the Warden on payment of the relevant fee per night (which fee is reviewed periodically by the Board of Trustees).

40. 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 Board of Trustees.

41. No visitor shall become a tenant of the Charity or acquire any legal or beneficial interest in the Guest Room.

Nature of Occupancy

42. You shall not become a tenant of the Charity or acquire any legal or beneficial interest in the Flat.

43. You occupy the Flat as a licensee of the Charity.

Alternative Accommodation

44. The Board of Trustees reserves the right at any time to ask you to vacate the Flat and move either temporarily or permanently to another flat within the Almshouses.

45. Where the Flat is situated on the first floor and in the opinion of the Board of Trustees you (or in the case of a joint appointment either of you) are no longer suited to be a resident of first floor accommodation by reason of illness or

disability the Board of Trustees shall be entitled to require you (or both of you) to vacate the Flat and move to another flat within the Almshouses situated on the ground floor.

Complaints

46. Your attention is drawn to the Complaints Procedure set out in the Residents' Handbook.

Terminating your Appointment

47. The Board of Trustees retains the power to set aside your appointment as a beneficiary of the Charity and recover possession of the Flat in the event of:
    - serious misconduct; or
    - non-payment of the WMC; or
    - serious or persistent breach of these Terms and Conditions or the Regulations; or
    - you (or in the case of a joint appointment either of you) are no longer a qualified beneficiary of the Charity; or
    - you (or in the case of a joint appointment either of you) are a risk to yourself or other residents, the Warden or a member of the Board of Trustees; or

- you (or in the case of a joint appointment either of you) are no longer able to look after yourself safely or live independently; or
- where the Flat is situated on the First Floor you (or in the case of a joint appointment either of you) are no longer suited to be a resident of first floor accommodation by reason of illness or disability; or
- for some other good cause or reason.

48. Should you wish to leave the Flat to live elsewhere not less than one calendar months' notice in writing must be given to the Board of 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. 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.

49. When you vacate the Flat for whatever reason all items belonging to you must be removed by you forthwith. The WMC shall be paid up to the departure date as stated in paragraph 48 together with all utility bills.

50. If furniture or possessions are left or abandoned by you the Board of Trustees reserves 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 Board of Trustees including removal and storage costs.

Change of Circumstances

51. It is your responsibility to notify the Board of Trustees of any change in your circumstances which may affect your qualification as a beneficiary of the Charity including changes to your financial circumstances.

52. The Board of Trustees reserves the right to review your financial circumstances to verify your continued qualification as a beneficiary of the Charity from time to time.

No Business Use

53. 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.

Mobility Scooter

54. You may apply to the Board of Trustees for consent to keep a mobility scooter at the Almshouses in the storage unit designated for this purpose subject to the availability of a space in the storage unit and compliance with the terms of the Mobility Scooter Policy.

55. The mobility scooter must be insured and shall be stored at your sole risk. You must provide proof of such insurance to the Board of Trustees on demand.

56. The mobility scooter must not be parked anywhere on the Almshouses other than in the storage unit.

57. The mobility scooter must not be charged other than by the use of the designated charging points situated in the storage unit.

Emergency Alarm System

58. The Board of Trustees undertakes to provide a suitable emergency alarm monitoring system. The cost of the system is included in the WMC save that the Board of Trustees

reserves the right to recover from you any costs or expenses incurred by the Board of Trustees due to the improper use of the system.

It is a condition of your occupancy of the Flat that you must sign a copy of this Letter of Appointment (copy enclosed) signifying your willingness to abide by the Terms and Conditions before you take up occupation of the Flat.

In the event of an appointment being made to two persons, both of you must sign the copy letter.

Yours faithfully

Signed by

.....

Name:

……

Position:

……

for and on behalf of the Charity.

I/We hereby acknowledge receipt of the original Letter of Appointment of which this is a true copy and

confirm my/our willingness (where appropriate jointly and severally) 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

Definition of Anti-Social Behaviour

Anti-social behaviour is defined by section 2 of the Anti-Social Behaviour, Crime and Policing Act 2014 as:

(a) Conduct that has caused or is likely to cause harassment alarm or distress to any person; or

(b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or

(c) Conduct capable of causing housing related nuisance or annoyance to any person.

Policy

1. The Board of Trustees of Wheelhouse Square Flats (the Charity) take anti-social behaviour extremely seriously and will not tolerate anti-social behaviour that affects the quality of life of a resident or the management of the Charity for the benefit of all residents.

2. Residents of the Charity are required in accordance with the terms and conditions of their Letter of Appointment and the Regulations contained in the Residents Handbook to occupy their flat quietly and with thought for other residents and/or neighbours. Visitors should be made aware of this condition of occupancy.

3. The Board of Trustees will respond to anti-social behaviour quickly and effectively and will try where possible to resolve such situations at the earliest opportunity. The Board of Trustees will aim to deal with anti-social behaviour in a consistent sensitive and objective manner.

4. Residents are encouraged to report to the Board of Trustees any behaviour considered by them to be anti-social by any person using the procedure set out in this Policy.

Procedure

5. 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.

6. The Board of Trustees will investigate the report and then decide whether it is appropriate to:

   (a) resolve the matter within the Charity; or

   (b) refer the matter for external mediation; or

   (c) seek an injunction to prevent nuisance or annoyance or a Community Protection Notice under the Anti-Social Behaviour, Crime and Policing Act 2014; or

   (d) resolve the matter in such other way as the Board of Trustees believes appropriate.

7. Where appropriate the Board of Trustees may decide to refer the matter to an independent mediation service. This will enable an impartial person to view the matter from an unbiased perspective in order to help find a resolution to the problem.

8. If the Board of Trustees finds that the anti-social behaviour has been committed by another resident in breach of their Letter of Appointment or the Regulations in the Residents Handbook the Board of Trustees will take appropriate action which may include the setting aside of the resident's Letter of Appointment to occupy their flat.

9. If the Board of Trustees finds that the anti-social behaviour has been committed whether by a resident, visitor or neighbour the Board of Trustees may decide to seek an injunction to prevent nuisance or annoyance or a Community Protection Notice under the Ant-Social Behaviour, Crime and Policing Act 2014.

10. Where appropriate the Board of Trustees may refer the matter to other agencies to resolve the problem including a referral to the police which may result in criminal proceedings.

FIRE SAFETY PROCEDURE

1. Fire Safety Procedure

After seeking advice from the local Fire Prevention Officer the Board of Trustees of Wheelhouse Square Flats (the Charity) have implemented this Fire Safety Procedure 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 – 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. Warden Training

The Warden will have regular training 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

Faults in the smoke detectors and the smoke alarm system are detected automatically. The emergency lighting system is tested by the Warden on a weekly basis. All systems are checked every 6 months by fire specialists.

Fire extinguishers in communal areas are checked annually by fire specialists.

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 may need to be evacuated.

7. Review

The Fire Safety Procedure will be reviewed regularly by the Board of Trustees or when there are changes to fire safety practice.

COMPLAINTS POLICY AND PROCEDURE

1. The intention of this Policy is to ensure that that the complaints procedure used by the Board of 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; and
- complaints handling will comply with the Charity's Data Protection Policy which is available on the Charity's website: wheelhouse-almshouse.org.uk.

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

3 The Board of Trustees will not be able to deal with a complaint through the Complaints Policy 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 are encouraged to raise minor complaints informally with either the Warden or a member of the Board of Trustees in the first instance, preferably verbally, as this can lead to a better understanding and very often to a quick resolution of the issue.

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

6. Complaints should be addressed to the Secretary to the Board of Trustees c/o The Warden's Office, Wheelhouse Square, Dean Road, Scarborough YO12 7SP 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 nominate a member of the Board of Trustees to investigate the complaint who will seek to resolve the complaint as quickly as possible and 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 the Board 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 received.

8. The Chair of the Board of Board of Trustees will respond in writing to the complainant within 7 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 Board of Trustees will be final.

10. If a complaint is in the opinion of the Board of Trustees pursued unreasonably or where the complainant's actions or behaviours are deemed to be unreasonable the Board of Trustees reserves the right to close the complaint.

11. A resident complainant who displays threatening or abusive behaviour or language (whether verbal or written) that causes the Warden or a member of the Board of Trustees to feel threatened or abused and/or continues to contact the Warden or any member of the Board of Trustees with

unreasonable demands during or following a complaint investigation may have their appointment to occupy their accommodation set aside.

12. In cases where the Trustee or the Board of Trustees as the case maybe consider a complaint is being pursued unreasonably or overly persistent and decide to bring the complaint to a close they will inform the complainant of their decision and the reasons for their decision.

MOBILITY SCOOTER POLICY

Statement of Policy

1 While the Board of Trustees of Wheelhouse Square Flats (the Charity) understands the benefits that mobility scooters can provide and wishes to support residents to retain their independence and mobility as far as possible the health and safety of all of the Charity's residents, the Warden and visitors to Wheelhouse Square must be the Board of Trustees first priority.

2 The Board of Trustees 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 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 Board of Trustees **before** acquiring a mobility scooter. The Board of Trustees will consider the individual merit of each application taking into account all relevant circumstances including if space is available in the mobility scooter storage unit to accommodate the mobility scooter.

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 portable appliance test (PAT test) (and thereafter annually) before use is allowed on site;
- 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 at 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 Board of 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 on any of the roadways or footpaths at Wheelhouse Square.

8 Mobility scooters must not be allowed to obstruct or be parked on any of the roadways or footpaths at Wheelhouse Square.

9 Any visitors must comply with the provisions of this Policy or they will not be allowed to bring their mobility scooter into Wheelhouse Square.

10 This Policy applies to all members of the Board of Trustees, the Warden, residents and visitors.

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