

Supported Housing

Everything you need to
know about living in an
old person's property



November 2009

Welcome to your new home. I would like to explain that Spire Homes provide an emergency call system in this property and are responsible for maintaining it.

What does this mean?

When you move into the property, your Housing Officer will need to take some details from you about your doctor, next of kin etc. This information will be confidential and only used in an emergency by the Call Centre operators, or Spire Homes.

What is a Call Centre and how does it work?

In your property you will have one of these systems:

- a telephone with a red button on it and a pendant. Press the red button on the phone or pendant to activate it.
- a 'homelink' unit that you plug your telephone into. To activate it in an emergency, push the red button.
- red pull cords in the bathroom, bedroom, lounge and hallway. To activate it, pull a cord.

When you activate the system you will be connected to our Call Centre. They are available to help you in an emergency 24 hours a day, every day. Then depending on the problem they will alert the appropriate help that you need. This could be your family or key holder, doctor or ambulance.

What can Spire Homes do to help me?

- your Housing Officer is able to answer any queries you have about your tenancy and rent payments.
- if you have any repairs, please contact our office. We will send you a receipt confirming the details of your repair and a satisfaction slip. Please complete the slip after your repair has been completed, so we know if you are happy with our service.
- we have a visiting Community Warden Service who can give advice and support with:
 - maximising your income and claims for benefits.
 - advice on care packages if you need some extra help with personal care.
 - getting small aids to help you around the home.
 - contacting the right people to have adaptation carried out e.g. level access showers, ramps etc.
 - obtaining extra security for your home.

Please contact us if you would like any further information.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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Rushden Office

1 Crown Court
Crown Way
Rushden
Northamptonshire
NN10 6BS

t: 0845 603 5399

text: 447797 800062

Rutland Office

Pinewood
1 Cold Overton Road
Oakham
Rutland
LE15 6NT

t: 01572 755465

text: 447797 800062

email: spirehomes@longhurst-group.org.uk

www.spirehomes.org.uk

