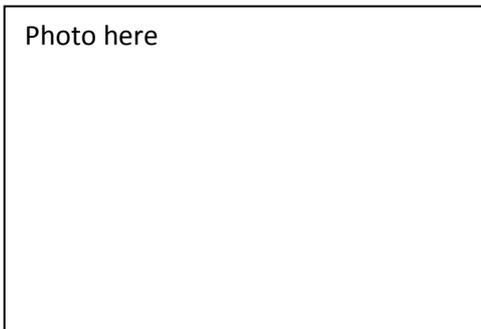


# WESTMORELAND SUPPORTED HOUSING ASSOCIATION - INFORMATION FOR WEB SITE

## HOME

Westmoreland Supported Housing Association are a national, not for profit, registered housing association providing housing with support for people with learning disabilities and physical disabilities regardless of severity and whether caused at birth or acquired at a later date. We also provide accommodation for service users on the autistic spectrum.

All of our properties are designed to be a home from home and we like our tenants to treat their house as their home. Our house can be furnished by ourselves or tenants can bring in their own furniture if they prefer.



In the interests of tenants, support workers and visitors Westmoreland Supported Housing Association operate a no smoking policy throughout all their properties. If a tenant wishes to smoke provision will be made for this outside the property.

## ABOUT US

Westmoreland Supported Housing Ltd was established in 2002 as a 'not for profit' housing provider by 2 of the present Directors of Westmoreland Supported Housing Association – Pat and John Finney.

The inspiration for this was their son Nigel, who was born very premature and suffered brain damage at birth leaving him with learning difficulties and limited physical ability. Nigel was always included with the family and led as near a normal life as he was able often joining his sisters in their activities. Along with help from many genuine people he had led an eventful and interesting life. He was part of a team who

Photo of Nigel

had an entry in the Guinness Book of Records for being the biggest ever canoe raft. He also took part in such activities as horse riding, abseiling, canoeing, swimming, Go karting, off roading and was a member of a local Scout Unit going on several scout camps including International camps – not bad for a kid we were told to go away and forget about because he'll never do anything! But everyone grows up (sort of) and as his sisters grew up, went to university, formed relationships and moved on Nigel was no different in his aspirations. He wanted to leave his Mum and Dad too. John and Pat wanted to see him safe and settled – as they too were getting older and whilst not having 'one foot in the grave' that day will surely arrive.

John and Pat had a large six bedroomed house and as so many people locally had helped Nigel in the past and he was well known to them and as the area had really good facilities John and Pat moved to a smaller property and converted their previous home into a house suitable for Supported Living. Three friends moved in with Nigel along with a Support Provider and Westmoreland Supported Housing was born.

## WHAT WE DO

Westmoreland Supported Housing Association are Housing providers and we support our clients in maintaining their tenancies. We work closely with several Support providers throughout the UK.

As specialist Housing providers we accept that our client group require more support in their tenancies than a general needs landlord would be expected to provide.

We guide our tenants through their tenancy agreement using an easy read version which we have available.

We have a tenancy support helpline available to tenants, their support workers, family, friends and advocates.

We accept heavier wear and tear on furnishing and equipment will occur. We accept that sometimes they become frustrated and annoyed and property damage occurs.

Because our tenants cannot do routine maintenance themselves we arrange for such things as window cleaning and gardening and arrange for all maintenance issues to be undertaken on their behalf.

We arrange for specialist adaptations and source any grants which may be available towards these.

We liaise with local authorities housing benefit departments on tenants behalf and help with the completion of housing benefit and other forms.

We attend house meeting with our tenants and consult them on such matters as decorations and other housing matters. All of our staff have an understanding of basic sign language so we can communicate with our tenants who have communication difficulties.

## EXPERIENCE

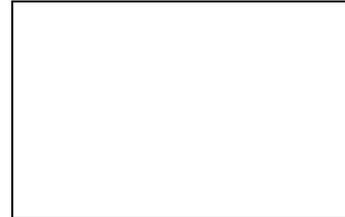
Westmoreland Supported Housing Association are a national, not for profit, registered housing association providing housing with support for people with learning disabilities and physical disabilities regardless of severity and whether caused at birth or acquired at a later date. We also provide accommodation for service users on the autistic spectrum.

We have experience of working with Support providers throughout the UK and most of our properties provide 24 hour support.

Our Directors have experience in both the housing sector and care sector.

### JOHN AND PAT FINNEY

John and Pat have extensive experience in the construction industry before moving into housing provision, having built up from a one man business to one of Nottingham's largest electrical company with a turnover in excess of £1m per annum. Latterly they have concentrated their efforts on the Supported Housing sector and have built it up into their main business.



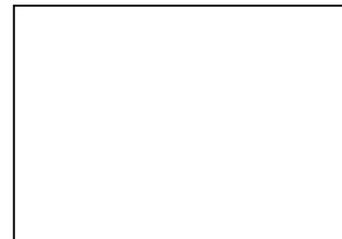
### YVONNE LEE

Yvonne has extensive experience with brain injured children and adults, having originally trained as an NNEB Nursery Nurse and working with children and adults with learning disabilities in America, Japan, Finland and Switzerland as well as in the UK. She brings a wealth of experience and understanding to the association in this field as well as having had experience of developing properties to suit our client group. Yvonne runs our southern office.



### SALLY SHERISTON

Sally Sheriston is a registered Care Manager having worked for and being highly respected by one of the Midlands largest housing association's. Sally is passionate about our client group having equal opportunities in all aspects. She has been instrumental in not only preparing properties here in the UK but in working with the Lanzarote Business Association in getting some villas in Lanzarote built as suitable for use by our client group.



### ELIZABETH FINNEY

Elizabeth works part time within the company as business Development Manager. Her other job is training with a National restaurant chain and brings to us the expertise gained in providing a good quality product with exceptional service - an aim of Westmoreland Supported Housing. Elizabeth will be joining us full time in the near future.



## ETHOS AND BELIEFS

At Westmoreland Supported Housing we believe in working closely with our tenants, their representatives - whether family, advocates or appointees - their Support Providers to gain an holistic understanding of our tenants wants and needs in housing and then supporting that want and need as much as we can.

We believe that it our duty as Housing providers to provide a good standard of housing in an appropriate location. To maintain and adapt that property to a good, safe standard. Further to ensure that any repairs or adaptations are carried out in such a way as to maintain that standard and are carried out promptly by understanding staff and as little disruption as possible to our tenants. It is important to us that any contractors we employ are sensitive to the needs of our tenants.

At Westmoreland Supported Housing we believe that our tenants should be involved and we will work with them and others to achieve this by communicating in an appropriate manner.

We at Westmoreland Supported Housing believe that our tenants should be safe and secure in their home and that they should be properly supported in maintaining their tenancy. We will work with our tenants to achieve this.

At Westmoreland Supported Housing we believe that vulnerable people have the right to live as independently as possible - with support - and in their own homes. Westmoreland Supported Housing will work with our tenants to achieve this.

## DEVELOPMENT

Westmoreland Supported Housing Association look to work with Registered care Providers countrywide. Our aim is to make the property 'fit the person' instead of, as sometimes happens, the person 'fit the property,. To achieve this we look to work with the person concerned themselves as well as with everyone who has an interest in the ongoing wellbeing of our prospective tenant. This way we make the property as right a possible.

Approached to us from local authorities, support providers, NHS groups, prospective tenants and their carers are welcome. However ideally 5 main criteria will need to be met before we can open a supported living scheme. These are:-

- 1 Because of our Memorandum and Articles of Association and our corresponding Assured Tenancy Agreement all prospective tenants must have the need for support although not necessarily 24 hour support. Support hours can be shared.
- 2 The prospective tenant has a registered Support Provider and that Support provider is prepared to work with out terms and conditions (which are onerous).
- 3 That the Support Provider is able and willing to nominate sufficient suitable tenants if required to make the supported living scheme viable.
- 4 That any property nominated to us for lease or purchase is in a good overall condition and is suitable for the proposed use.
- 5 That the proposed rents to be charged to the tenant have been agreed in draft form and in principle by the local authority housing benefit department (or other bodies where applicable) and that the tenants status has been confirmed.

## SCHEMES AND VACANCIES

A sample of properties where Westmoreland Support Housing do the tenancy support in conjunction with a registered Support Provider.

Please apply for any vacancies in your area, as we do not publish the property addresses for security reasons.

## APPLICATIONS

Applications taken from local authorities, registered support providers and individuals or their representatives.

Talk to the organisation that does understand – we have personally been there – we know how difficult some of the decisions to be made are, and if we can help from our experience we will.

## USEFUL LINKS

Your Local authority  
Voyage Care Ltd

## NEWS

### WESTMORELAND'S NEW HEAD OFFICE

From February 3<sup>rd</sup> 2014 Westmoreland Supported Housing Ltd will be moving to a new Head office at 147 Trent Boulevard, West Bridgford, Nottingham. NG2 5BX. Fortunately these offices are very close to the existing offices and therefore both phone numbers and opening times will remain the same as they are now.

### WESTMORELAND'S NEW SOUTHERN OFFICE IN TAUNTON.

From February 3<sup>rd</sup> 2014 a new Southern area office will be opening near Taunton. This office will be run by Yvonne Lee and will deal with properties below a line from Gloucester, along the South Coast and into South Wales.

All repairs will continue to be dealt with from the Nottingham office.

### WESTMORELAND COME TO ROTHERHAM

2 recently built bungalows are now fully let with 24 hours support being provided by a National Support provider Voyage Care Ltd in Rotherham.

### WESTMORELAND OPEN FIRST HOMELESS SUPPORT LIVING HOUSE

Westmoreland are working with an East Midlands local authority to provide housing for homeless people. The first house for 3 people opened recently with floating support being provided by a local charitable support provider.

### WESTMORELAND WORKING WITH THE NHS

Westmoreland is working with the NHS in Birmingham to provide supported housing for a number of people leaving NHS care.

## CONTACT DETAILS

HEAD OFFICE: Westmoreland Supported Housing Association  
147, Trent Boulevard,  
West Bridgford,  
Nottingham. NG2 5BX

TELEPHONE: Main switchboard: 0115 9816505  
General office enquiries, tenant helpline, Enquiries

OFFICE HOURS: Monday to Friday 8.30am – 5.00pm

REPAIR LINE 0115 8717 877 – Messaging service  
[contact@westmorelandsupportedhousing.co.uk](mailto:contact@westmorelandsupportedhousing.co.uk)

HOUSING ASSOCIATION NO 4775

### DIRECTORS:-

John Finney	CEO
Patricia Finney	Company Secretary and administrator
Yvonne Lee	Southern Area Manager
Sally Sheriston	Registered Housing Manager
Elizabeth Finney	Business Development

## MANAGEMENT

Westmoreland Supported Housing Association will work to give support to our tenants by liaising with the tenant, support provider, the tenants representatives and local authorities or other interested parties. We will maintain a tenant support line service available for the use of the tenant or by other individual parties on their behalf.

Westmoreland Supported Housing Association will attend house meetings where appropriate but in any case will visit on a regular basis to inspect the property and communicate with the tenants about their expectations and experience in the property.

Westmoreland Supported Housing will ensure that all staff employed by us are trained to communicate wherever possible in an appropriate way with our tenants (all WSHA staff have basic sign language skills). We will also ensure that any repair staff or contractors have empathy and understanding of our client group.

Westmoreland Supported Housing will have an accessible complaints procedure. Complaints will be logged and acted upon promptly in an appropriate manner in accordance with our procedure submitted with our Housing Association submission.

## TENANT AREA

### REPAIRS AND RENEWALS PROCEDURE & POLICY

At Westmoreland Supported Housing Ltd we are committed to providing a quality service to all our tenants. Below we tell you how to report a fault or request a replacement and the timescales in which we will deal with your request.

We have two ways in which you can request a repair. The preferred method is by email and this can be done in two ways:-

#### **E MAIL**

1 By e-mailing the following email address - [contact@westmorelandsupportedhousing.co.uk](mailto:contact@westmorelandsupportedhousing.co.uk)

2 By phoning 0115 871 7877 – if you leave a message this will be converted to an email message which is monitored on a regular basis throughout the day and evening.

#### **PHONE**

By phone on 0115 981 6505 this number is only available during office hours and the use of email is preferred. Our office hours are:-

Monday – Friday – 9.00am – 4.30pm  
Closed Saturday, Sunday and bank holidays.

#### **TIME SCALES**

CATEGORY 1 - EMERGENCY REPAIR - burst pipes, loss of heating and/or lighting, blocked toilet (if only 1 toilet in the property). These will be dealt with within 24 hours.

CATEGORY 2 - URGENT REPAIRS – We will aim to deal with urgent repairs within 7 days.

CATEGORY 3 – DAY TO DAY NON URGENT REPAIRS – we aim to complete these within 28 days

- When we receive your request for a repair we will prioritise the works depending on the urgency of the work. We will record the request and give you a job number.
- We will contact the appropriate contractor and inform who you can expect to contact you to carry out the work.
- We will give the contractor the details of the job and your contact details so that they can contact you to make arrangements for access.
- We expect that all our contractors will be courteous and will respect our tenants and their support staff. Should you ever find that this is not the case please report it to us immediately so that appropriate action can be taken. All work should be carried out to a high standard and should be programmed to cause you as little disruption as possible.
- We will contact shortly after the work has been completed to ensure that you are completely satisfied with both the work and the way the repair has been dealt with.

Repairs should include:-

Building repairs – including plumbing and electric

Problems with appliances

Damages to fixtures and fittings

Requests for decoration – internal and external

Requests for provision/replacement of furnishings

Requests for ground maintenance and window cleaning – if applicable and to be arranged locally.

## EASY READ COMPLAINTS PROCEDURE



NOT HAPPY? You have the right to make an official complaint if we have done anything to upset you.



First you must write us a letter. Your Support Worker or Advocate will help with this. When we receive your letter we will deal with your complaint and let you know what we have



If you are unhappy with our response we will have a meeting with you so that you can tell us why you are still unhappy. . You may bring any paperwork with you that you think may be helpful. At the meeting we will make notes which you and your Support Worker or Advocate can take away to read together at a later



After the meeting we will let you know how we will deal with your complaint. If you are still unhappy you have the right to appeal but your Support Worker or Advocate will help you with this.



The Staff at Westmoreland Supported Housing hope that we will deal with your complaint and that you will be happy with the outcome.



WESTMORELAND SUPPORTED HOUSING LTD

TENANTS COMPLAINT FORM – PLEASE USE THIS FORM TO LET US KNOW WHY YOU ARE UNHAPPY WITH YOUR HOME.

MY NAME.....

MY ADDRESS.....

.....

I AM UNHAPPY BECAUSE:-

SIGNED.....DATE.....

When completed please send this form to:-  
Westmoreland Supported Housing Ltd., The Boathouse, 234, Rutland Road, West Bridgford,  
Nottingham NG2 5EB.

For Office use only.

Date received:- Initial response:-

Comments:

Action:

Signed off and reply sent:

WESTMORELAND SUPPORTED HOUSING  
ASSOCIATION  
**TENANT HANDBOOK**



My Address.....

.....



My Doctor .....



Telephone No:.....



My Dentist .....



Telephone No.....



Nearest Accident and Emergency Department:-

.....



Telephone

No;.....



MY TAXI SERVICE.....



PHONE NO:.....

**OTHER USEFUL INFORMATION:-**

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**Living in your home – some things you must do and some things you shouldn't do.**

**KEEPING YOUR HOME CLEAN**



It is your responsibility, with help from your support worker to keep your home clean and germ free especially areas where you prepare your food and toilets and bathrooms.

**DISPOSING OF THE RUBBISH**

Make sure that you put your rubbish out on a regular basis and not allow it to build up inside the house. Wash all rubbish bins and keep them clean and sweet smelling.



**YOUR DUSTBIN IS EMPTIED EVERY -----**

**RECYCLING YOUR RUBBISH**



Don't forget to recycle your rubbish; Your coloured coded bins are:-

GENERAL WASTE -----

RECYCLABLE WASTE-----

GARDEN WASTE-----

JARS & BOTTLES-----

FOOD WASTE-----

**RESPECTING THE PEOPLE WHO SHARE YOUR HOUSE**



Respect the needs, wishes and privacy of the other people who live with you including your support workers. Do not play your music too loud, slam doors , change the television programme without asking if other people are already watching something.

## PAYING YOUR BILLS



With help from your support worker you need to budget so that you can pay your gas, electricity, water bills and television licence. You also need to ensure that you have enough money left over for your weekly food shop.

## KEEPING A PET:



A kitten or puppy may be cute and cuddly but if you would like to keep a pet remember that it will be your responsibility to look after it. Pets need feeding and cleaning up after on a regular basis. You may only keep a pet if your support workers and the other people living in the house agree to it. Should your pet cause any damage to furnishings or decoration it will be your responsibility to repair or replace it.

## SMOKING



You **MUST NOT SMOKE** anywhere in your house including your bedroom. If you must smoke you may do so outside in the garden. Smoking includes tobacco or any illegal substances however administered. Smoking within the property will cause the fire alarms to go off as well as be a health hazard to other people living in the house.

## FIRE SAFETY

### CANDLES AND MATCHES



NEVER UNDER ANY CIRCUMSTANCES LIGHT CANDLES OR MATCHES IN YOUR BEDROOM. This is highly dangerous and could have very disastrous consequences. If it's your birthday and you would like a few candles on your birthday cake – fine – just make sure that your support worker is there to help make sure they have all been blown out before throwing them away. NEVER EVER LEAVE A CANDLE UNATTENDED.

### SMOKE ALARMS



The smoke alarms in your house need to be tested on a regular basis to make sure that they work. Why don't you make it your job to remind your support worker to do this for you. They will know how to do it.

## KITCHEN SAFETY

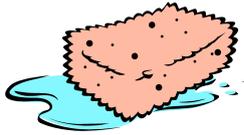
### COOKING



Take care when using sharp knives. Always peel vegetables away from yourself if using a sharp knife.



When using a saucepan always ensure that the handle is not hanging over the front of the cooker. This way you won't knock it off and scald yourself. Special care should be taken with frying pans and chip pans. Never leave these unattended.



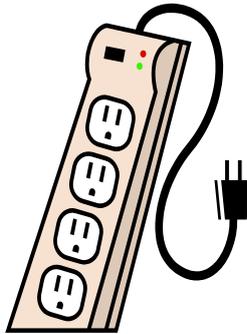
Always wipe up spills straightaway.  
People could slip and hurt themselves on wet floors.

## BATHROOM SAFETY



Take care when running yourself a bath.  
Put the cold water in first and always check the temperature before you get in. Always wipe up any spills and don't leave wet towels on the floor.

## ELECTRICAL SAFETY



Take care with electrical appliances. Never leave wires hanging over work surfaces. Especially from the kettle or other kitchen appliances. Do not use multi plug sockets as these can become dangerously overloaded. Never touch light switches and sockets with wet hands. This could give you an electric shock. Make sure that all appliances are switched off when you have finished using them.

## KEEPING SAFE IN YOUR HOME

### DON'T LET STRANGERS INTO YOUR HOME



NEVER let a stranger into your home. If you don't know the person at the door DON'T LET THEM IN. If someone is coming to do a job your support worker will know that they are coming and they should also have some identification. If you are not sure apologise and close the door. If they are genuine they will call back later.

## **CLOSE ALL DOORS AND WINDOWS**



When you go out make sure that you have locked ALL doors and windows before you leave. And make sure that you have locked the door as you leave.

If you are able to be left in the house on your own for short periods make sure that the doors are locked, just in case someone tries to get in through an unlocked door

## **INSURING YOUR POSSESSIONS**

Should your personal possessions get damaged or stolen we as your landlord cannot insure them. You need to do this yourself.

As a Housing Association we can arrange for your contents to be insured with Thistle Insurance#

They have a web site where you can download an application form it is:-  
[www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk).

Their phone number is: 01628586189

You can also contact us and we will send you an application form and a list of rates. These vary depending on your post code but we can help you with this if you would like us to.



**CONTACT US:-**



Your Contact at Westmoreland Supported Housing Association is:-

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Our contact numbers are:

General enquiries office hours only: 0115 9816505

To report a repair or replacement our contact is:-

0115 871 7877 or by email on [contact@westmorelandsupportedhousing.co.uk](mailto:contact@westmorelandsupportedhousing.co.uk)

24 hour helpline for tenants and carers for housing matters 07402 104411