

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

Working for you

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website. These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

## How to contact us:

**Ripon Neighbourhood Housing Office** ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

**Bilton Neighbourhood Housing Office** ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

**Kennion Road Neighbourhood Housing Office** ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

**Housing Needs Centre**, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

**Out of Hours Emergencies** ☎ 08457 089190



# HOUSING Service Standards

Service standards tell you  
what you can expect  
from the Council

# Sheltered Housing

[www.harrogate.gov.uk](http://www.harrogate.gov.uk)

# What you should expect

*from*

# Sheltered Housing

Harrogate Borough Council is committed to providing support to tenants who require assistance. The Council provides designated sheltered housing accommodation served by a resident or mobile warden to enable tenants to live independently for as long as possible.

Communal lounges are provided in some schemes. Tenants living in sheltered accommodation are encouraged to take part in organised functions and activities.

## Your housing office

- ▶ Will inform you about Warden Services along with your conditions of tenancy within 5 days of notification of the start of your tenancy.
- ▶ Will answer any queries you may have concerning service charges and Supporting People grant.

## Warden Services

### We will

- ▶ Provide an emergency lifeline call service provided either by your warden or the call centre with necessary help provided.
- ▶ Explain and demonstrate the warden call alarm system.
- ▶ Arrange home visits suited to the level of support needed to monitor your health and welfare. You will agree this with your warden in your Support Plan and Needs Risk Assessment.
- ▶ Show you in person the important features of your accommodation.
- ▶ Inform you about any communal facilities and common room functions/activities.

### On an ongoing basis warden services will:

- ▶ Monitor your health and well being through visits as agreed in your Support Plan and liaise with other agencies, such as Doctors, District Nurses, Home Care etc, to provide any further support needed.
  - ▶ Check that personal details that we hold are updated on a regular basis and any changes notified to the Call Centre.
  - ▶ Ensure that your Warden Call Alarm System (including pendants where applicable) are checked on a regular basis and are working correctly.
  - ▶ Assist you in liaising, where necessary, with the Housing Office to ensure outstanding repairs, adaptations etc are completed.
  - ▶ Offer advice where required, help you access other services and speak on your behalf when this is requested.
  - ▶ Organise and assist with social activities for all tenants and work with you to enable you to organise your own social activities.
- ▶ **You have a responsibility to:**
- ▶ Discuss with your warden your needs and agree your individual Support Plan and Needs Risk Assessment.
  - ▶ Tell your Warden about changes to personal information, eg if a relative moves, or a phone number changes.
  - ▶ Let your Warden know if you need assistance.
  - ▶ Tell your Warden if you are going to be away from the property.
  - ▶ Report any incidents of suspicious callers to your home.
  - ▶ Report any repairs to your Housing Office.

