



# Resident Information

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# 1. About

Pickering & Ferens Homes

# History

Pickering and Ferens Homes is a Registered Social Housing Provider (A4020), a registered charity (No 1014862) and a member of the National Almshouse Association (No 981).

Our registered office is Silvester House, The Maltings, Silvester Street, Hull HU1 3HA.

As at July 2016 we owned and managed 1231 properties, located within Kingston upon Hull and the East Riding of Yorkshire.

We provide management and maintenance services to 31 properties owned by Mrs D.L Richardson Almshouse Charity. These properties are located within Kingston upon Hull and Bridlington (East Riding of Yorkshire).

We have two pipeline development schemes in the east and the west of the city.

Our origins lay with the philanthropic activities of two prominent Hull businessmen – Christopher Pickering and Thomas Ferens.

In 1910 Christopher Pickering donated £6,300 for the construction of 12 Almshouses (Pickering Crescent) to be built in west Hull. He also donated land and money for the construction of Pickering Park along Hessle Road where the Almshouses are situated.

These buildings were constructed to house ex-fishermen and were managed and maintained by Hull City Council. In 1919 and 1955 a further twelve Almshouses were built. In 1978/9 Hull City Council obtained Housing Association status in connection with these Almshouses.

Ferens Haven of Rest was developed on the east side of the city. Thomas Ferens was responsible for the conception of the charity when he built 12 Almshouses in 1912. These were donated to Hull City Council to be administered as a Trust under the Ferens Haven of Rest (now known as Ferens Haven). The Trust went on to develop a further 12 properties on this site and more properties at Staveley Road, Babington Row, Barham Road and Holderness Road.

The two Trusts formally merged on the 2nd September 1992 and became 'Pickering and Ferens Homes' Housing Association.

In line with our charitable objectives we provide accommodation and accompanying services predominantly for residents aged 60 years and over.

# The Board of Trustees

In accordance with the Charitable Scheme of Pickering and Ferens Homes the full body of Trustees as at 31 December 2015, is 12, of the 12 trustees there should be:

2 nominated trustees who must be appointed by Hull City Council and 10 co-opted trustees – 2 of who should be Almshouse residents.

The Governing scheme states that the majority of co-opted trustees should have special knowledge of the city of Kingston upon Hull.

All trustees whether nominated or co-opted are appointed for a term of 3 years.

## Appointment of co-opted Trustees

The appointment of a co-opted trustee must be made by the trustees at a meeting of the trustees. An appointment may, but need not, be made before the date on which the term of office of an existing co-opted trustee comes to an end, to take effect on that date. In these circumstances:

The appointment may not be made more than 3 months before the date on which the existing co-opted trustee's term of office is due to end: and

Any co-opted trustee whose term of office is about to come to an end must not vote in favour of their own re-appointment.

Each appointment can not exceed three terms of three years, and two of the co-opted trustees must be Almshouse residents.



## **2. Contact Us** & other useful contacts



# Our Contact Details

Our Customer Support Team aim to provide telephone and email responses to all your queries in a timely and friendly manner. They will forward your call onto another member of staff if you require more specialist advice.

*Our offices are open  
Monday – Thursday 9 am to 5pm, Friday 9 am to 4.30 pm.*

Please note we are closed the first Thursday of the month until 10.30 am for staff training. We are also closed on bank holidays.

## Other useful numbers:

Emergency Out Of Hours Repairs  
Astraline  
Housing Proactive (OK Each Day)  
Emergency Services (police/fire/ambulance)  
Humberside Police (non-emergency)  
NHS Direct  
National Gas Emergency Service  
Environment Agency Floodline  
Hull City Council  
East Riding of Yorkshire Council  
Stagecoach Buses  
EYMS Buses

Telephone (01482) 223783  
Fax (01482) 223805  
By post or in person

Pickering and Ferens Homes  
Silvester House  
The Maltings  
Silvester Street  
HULL  
HU1 3HA

Website: [www.pfh.org.uk](http://www.pfh.org.uk)

Email: [info@pfh.org.uk](mailto:info@pfh.org.uk)

Facebook: [www.facebook.com/Pickering.Ferens](http://www.facebook.com/Pickering.Ferens)

Twitter: @pfh\_hull

0845 057 7087  
0845 057 7087  
0808 208 134  
999  
101  
111  
0800 111 999  
0345 988 1188  
01482 300 300  
01482 393 939  
01482 222 333  
01482 592 929

# **3. General**

Data Protection Regulations  
(GDPR)



# Applicant and Resident Data Protection Statement

We need to collect information about you in order to process your application for a property and (where we subsequently provide you with access to a property) to provide you with our services and manage your relationship with us.

This Data Protection Statement ("this Statement") explains what information we collect from and about applicants and residents, how their information will be used, how long we keep it for and what their related rights are.

## **Who are we?**

1.1 We are Pickering and Ferens Homes. We are a non-profit making registered Housing Association (A4020) and registered charity (No 1014862) whose head office and address for correspondence is at Silvester House, The Maltings, Silvester Street, Hull, HU1 3HA.

1.2 We are committed to ensuring that all personal information we hold is treated properly and in accordance with applicable data protection legislation. We are registered as a data controller with the Information Commissioner's Office and our registration number is Z4854829. In accordance with applicable data protection legislation, we are required to explain to you how we will treat any personal information which we collect about you.

1.3 This Statement applies to anybody who applies to us for a property or we subsequently provide with access to a property (including any person who is named in a Licence entered into with us by another person). This Statement covers the personal information we collect in connection with each application for a property and in connection with any property that we subsequently provide you with access to under or in connection with a Licence.

1.4 You promise that any information you supply to us is accurate and up-to-date, that you will inform us if any such information requires updating and that where you submit any other person's details to us you have that other person's permission or are otherwise legally permitted to do so on their behalf.

1.5 You have the right to lodge a complaint with the Information Commissioner's Office if you have any concerns with regard to the way in which we process your personal information.

1.6 Please note that any information that you submit to us via our website will be processed in accordance with our website privacy and cookies policy, a copy of which can be accessed via the following URL: <https://www.pfh.org.uk/policies/privacy-and-cookie-policy/> .

### **What information do we collect and how do we use it?**

2.1 Where you apply to us for a property or are named in an application submitted to us by someone else for a property, we may collect information about you from the related application form or subsequent correspondence (whether by telephone, e-mail or otherwise). This information may include your name, contact details, date of birth, income, expenditure, capital, investments, equity details, ethnicity, sexuality, health information, information relating to criminal convictions and any other evidence required to prove your 'Right to Rent'. We may also receive relevant information from a third party such as (in respect of information relating to criminal convictions) the Disclosure and Barring Service.

#### **Application Process**

2.2 By providing us with your information and signing our application form you will be providing us with your explicit consent to us using any personal information (including health information and information relating to criminal convictions) contained within your application for the purposes of processing the relevant application and assessing your suitability and eligibility for a property having regard to our relevant criteria.

Where we process information relating to ethnicity, sexuality and date of birth in connection with the application, we do so on the basis that the processing is necessary for the substantial public interest in ensuring meaningful equal opportunity monitoring, reporting and compliance.

We will only collect information about criminal convictions where it is appropriate for us to do so and where we are legally able to do so. Any such checks will be carried out in order to satisfy ourselves that there is nothing in your criminal convictions history which makes you unsuitable for being accepted for one of our properties having regard to our duty of care to our staff and other residents, in which case we may ask you to seek a basic disclosure of your criminal records history.

If you fail to provide certain information when requested which is necessary for us to consider your application, we may not be able to consider your application any further.

#### **Licence**

Where we agree to provide you with a property under a licence, we will also use your information (including information collected by us during the application process) as explained in sections 2.3 and 2.4 below.

2.3 Where you are the lead resident named in the licence, we will use your information where necessary for the performance of your licence. For example:

(a) your payment card/bank account details will be used by us for collecting your weekly Weekly Maintenance Contribution (WMC) (Rent);

b) your contact details will be used to send you regular Weekly Maintenance Contribution (WMC) (Rent) statements and contacting you in relation to any WMC arrears. We will also use your contact details to assist us with any other housing management issues, such as assisting with securing the appropriate support services, dealing with complaints or anti-social behaviour cases, or any other issues connected to your licence with us; and

(c) information that you provide to us for the purpose of reporting a repair that we are required to make pursuant to such licence (including your name, contact details, access details and details of the required repairs) will be used by us for the purposes of reviewing the repair, report and administering any subsequent repair.

2.4 For all residents (including the lead resident named in the licence), we will use your personal information as follows:

(a) information that you provide to us for the purpose of submitting a request, enquiry, complaint or other correspondence will be used as necessary for our legitimate interest in responding to the relevant request, enquiry, complaint or correspondence;

(b) information relating to your ethnicity, sexuality and date of birth will be used where necessary for the substantial public interest in ensuring meaningful equal opportunity monitoring, reporting and compliance;

(c) in cases of emergency, we may process and/or disclose your personal information (including health information) to appropriate third parties (such as the emergency services) where necessary to protect the vital interests of you or another person where you are physically or legally (including mentally) incapable of giving us your consent;

(d) to comply with a legal obligation to which we are subject (for example, any statutory obligations to HM Revenue & Customs, any requirements of immigration or health and safety law, and to verify that you legally have the 'Right to Rent');

(e) we may use your information where necessary for our legitimate interests in administering and improving our services, complying with our regulatory requirements (including sending our 6 monthly newsletter) and for our own audit and assurance purposes (including via resident satisfaction surveys and as part of our own research and statistical analysis). Where we process particularly sensitive information for such purposes, we do so on the basis that the processing is necessary for the substantial public interest in providing effective housing schemes and services;

(f) we may use information relating to your health (e.g. in relation to any disability) from time to time where necessary for the substantial public interest in us reviewing your status to ensure that any property we provide to you remains appropriate for your requirements;

(g) if you put yourself forward and subsequently become a member of any of our resident committees or working groups, we will use your personal information (including your contact details) where necessary for our legitimate interests in administering the relevant committee or working group;

(h) if we become aware of any issues relating to your conduct or behaviour, in line with our legal obligations to provide a safe working environment we may keep a record of any such issues on file and notify such issues to those of our staff and contractors where reasonably required in connection with their roles; and

(i) if your image is captured in any general photograph that we take in a communal area, we may use that photograph where necessary for our legitimate interests in publicising our activities and services. You are free to object to us doing this at any time by contacting us using any of the contact details set out in this Statement.

2.5 If you fail to provide certain information when requested, we may not be able to perform any licence we have entered into with you (such as providing you with a benefit under a licence), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our staff and contractors).

2.6 In limited circumstances, we may approach you for your consent to allow us to process certain information for purposes not referred to in this Statement. If we do so, we will provide you with full details of the information we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of any licence with us that you agree to any request for consent from us.

If you do provide us with consent, you will be able to withdraw it at any time via any of the methods set out in section 4.1 of this Statement below. Any such withdrawal will not affect the lawfulness of our processing of your personal information before you withdrew consent.

Additional contact from us

3.1 Where you provide us with your related consent, we may also contact you by e-mail, post and/or telephone from time to time to send you correspondence relating to your accommodation and your community which is ancillary to the licence (e.g. in relation to community events and neighbourhood panels).

3.2 You may withdraw your consent to us using your information for any of the purposes set out in section 3.1 above at any time (please see section 4 below for further details).

### **How do you withdraw your consent?**

4.1 Where we are processing your personal information on the basis of your consent – for example, if you no longer want to receive our newsletter – you can withdraw your consent at any time. This can be done by e-mailing us at [info@pfh.org.uk](mailto:info@pfh.org.uk) or writing to us at Pickering & Ferens Homes, Silvester House, The Maltings, Silvester Street, Hull, HU1 3HA or clicking on the appropriate link of any related e-mail. Any such withdrawal will not affect the lawfulness of us relying on your consent before you withdrew it.

4.2 Please note that if you withdraw (or do not provide) your consent to us processing your personal information for any of the purposes described in section 3 above, this means that you will not receive the relevant correspondence from us and therefore may not be made aware of news and activities involving us and your community.

## **(To whom we will disclose your personal information?)**

### **5.1 We may share your personal information:**

- (a) with third parties who are directly involved in dealing with any request, enquiry, complaint or other correspondence submitted by you;
- (b) with third parties who are providing us with professional advice where necessary for our legitimate interests in obtaining such advice and permitted by law;
- (c) where we are legally required to do so;
- (d) in connection with criminal investigations, legal proceedings or prospective legal proceedings where necessary for our related legitimate interests and where permitted by law;
- (e) where necessary for our legitimate interests in establishing, exercising or defending our legal rights (including providing information to others for the purposes of fraud prevention) and where permitted by law;
- (f) if we have urgent concerns about your physical or mental health or general wellbeing (as mentioned in section 2.4(c) above). This may include disclosing relevant information to social care and other specialist agencies; and
- (i) where we have stated or informed you otherwise.

5.2 If you receive services from us which involve the services of a third party, we will pass information about you to that third party so they can provide you with those services on our behalf in accordance with our instructions. For example:

- (a) if we engage a third party to perform repairs at your property on our behalf, we will disclose to the third party contractor such of your personal information (including general information about your personal circumstances such as basic health information) as is reasonably required by the contractor in order to be able to access your property and perform the repairs;
- (b) if you request to receive our newsletter (including but not limited to via our website), your contact details for the purposes of you receiving the newsletter will be passed to our third party marketing services provider Mercury Marketing (who send out our newsletters on our behalf);
- (c) if we engage a third party to provide support services on our behalf, we will (with your consent where we legally need it) disclose to the third party service provider such of your personal information which is reasonably required by them to in order to be able to provide the support service (including details of residents' Next of Kin and emergency key holders).

5.3 In the event that you provide us with feedback regarding our activities, we may disclose that feedback to those of our suppliers who are involved in those activities where necessary for the suppliers' legitimate interests.



5.4 We may also disclose your personal information to third parties in the event that we propose to sell or buy any business or assets (in which case we may disclose your personal information to the prospective seller or buyer of such business or assets) or if we or substantially all of our assets are proposed to be acquired by a third party. Any such disclosure will be made where necessary for the legitimate interests of us and/or the third party in respect of the proposed transaction; however we will not transfer your personal information to any such third party unless we are satisfied that they are able to provide an adequate level of protection in respect of your personal information.

5.5 Except as provided in this Statement, we will not provide or disclose your information to third parties without your express consent for any purpose (including but not limited to direct marketing). We do not sell personal information under any circumstances.

### **Your rights**

6.1 You have a legal right to see a copy of the personal information that we keep about you and to require us to correct any inaccuracies, subject to certain exemptions. In some circumstances you may also have the right to:

(a) request that we erase any personal information held about you;

(b) restrict our processing of your personal information (for example, to ask to suspend the processing of personal information to establish its accuracy or the reasons for processing it);

c) data portability (i.e. to request the transfer of your personal information to a third party); and

(d) object to our processing of your personal information.

6.2 Requests in respect of the above should be made in writing to The Information Compliance Officer at Pickering & Ferens Homes, Silvester House, The Maltings, Silvester Street, Hull, HU1 3HA. Please contact the same address if you have any reason to believe that information we hold about you is inaccurate. We will respond to your request as soon as possible and, in any event, within one month from the date of receiving the request. Please note that we may, where legally permitted, reject any such request or limit the scope of our response (e.g. if, in the circumstances, the right does not apply to you).

6.3 In accordance with applicable data protection legislation, we follow security procedures in the storage and disclosure of your information. We may therefore request proof of your identity before complying with any other request of a nature described in section 6.1 above.

6.4 You will not generally have to pay a fee to exercise any of your rights described in section 6.1 above. However, we may charge a reasonable fee if you make a request to see a copy of your personal information which is clearly unfounded or excessive. Alternatively we may refuse to comply with your request in such circumstances.

Security, retention and destruction of your personal information

7.1 We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know that information.

7.2 We have put in place procedures to deal with any suspected data security breach and will notify you and/or any applicable regulator of a suspected breach where we are legally required to do so.

7.3 Any personal information held by us in relation to any of the purposes described in this Statement will be retained by us for as long as we need it to fulfil the purpose(s) for which it was collected (including the specific purposes of satisfying any legal, accounting or reporting requirements). Further details of our specific retention periods are set out in our information retention policy (a copy of which is available upon request).

7.4 For example, if you have consented to receiving our newsletter or additional contact from us as described in section 3 above, your preferences in that regard will be retained by us unless and until:

(a) we cease producing our newsletter or making the additional contact in respect of which we have obtained your consent; or

(b) you withdraw your consent, following which we will destroy or suppress such personal data without delay so that you no longer receive the relevant correspondence from us.

7.5 Save for any contact preferences suppressed under section 7.4 above, your information will be securely destroyed at the end of the relevant retention period described or otherwise referred to in this section 7.

7.6 Whilst taking into consideration our legal obligations, we will on an ongoing basis: review the length of time that we retain personal data for; consider the purpose or purposes for which we hold the personal data in deciding whether (and for how long) to retain it for; securely delete personal data that is no longer needed for such purpose or purposes; and update, archive or securely delete information if it goes out of date.

### **Third Party Services**

Please note that where we recommend or refer you to any third party for information, advice or support (for example, to an external agency such as Astraline, OkEachDay or social services), then in each case that third party will be the controller of any information that you provide to them and will assume corresponding responsibilities under applicable data protection legislation. Such information will be subject to the third party's privacy policy which you should read. We are not liable for the privacy policies or practices of such third parties in respect of your personal information.

### **How will you know if we make any changes to this Statement?**

We may amend this Statement from time to time. If we make any changes to the way in which we use your personal information we will notify you by writing to you or by sending you an e-mail. We will also post a notice on our website's homepage. You can view the current version of our Applicant and Resident Data Protection Statement at any time by accessing the following URL: <https://www.pfh.org.uk/policies/applicant-and-resident-data-protection-statement/>

### **Contact**

If you have any questions about this Statement or our treatment of your personal data, please write to us by email to [info@pfh.org.uk](mailto:info@pfh.org.uk).

# COntinuous REcording of Social Housing lettings and Sales (CORE)

Information for tenants of new social housing lettings or sales

## **How are we using your information?**

If your household has entered a new social housing tenancy, social housing providers will share your personal information with the Ministry of Housing, Communities & Local Government for research and statistical purposes.

## **How is this information provided?**

The information is provided via CORE (COntinuous REcording), a website funded and managed by MHCLG. It collects information on the tenants/buyers, tenancy/sale and dwelling itself. Some of this information is personal and sensitive so MHCLG is responsible for ensuring that all data is processed in line with Data Protection legislation.

## **Why are we sharing this information?**

Information collected via CORE is shared with other Government Departments and Agencies. Data is shared with the Greater London Authority and the Homes and Communities Agency. CORE data providers can also access data for their organisations via the CORE system. Data is only shared for research and statistical purposes.

## **How does this affect you?**

It will not affect your benefits, services or treatments that you get. The information shared is anonymous and handled with care in accordance with the law. We are collecting and sharing your information to help us understand better the social housing market and inform social housing policy.

## **If you want to know more...**

CORE Data is collected on behalf of the Ministry of Housing, Communities and Local Government (MHCLG) for research and statistical purposes only. Data providers do not require the consent of tenants to provide the information but tenants have the right to know how and for what purpose your data is being collected, held and use. The processing must have a lawful basis which, in this case, is that the processing is necessary for the performance of a task carried out in the public interest to meet a function of the Crown, a Minister of the Crown or a government department.

You have the right to object and you have the right to obtain confirmation that your data is being processed, and to access your personal data. You also have the right to have any incorrect personal data corrected.

The information collected via CORE relates to your tenancy, the dwelling you are living in or buying, and your household. Some of the information may have been provided by you as a tenant when signing the new tenancy or buying your property; other has been gathered from the housing management systems of social housing providers. Data collected will be held for as long as necessary for research and statistical purposes. When no longer needed, data will be destroyed in a safe manner.



We are aware that some of the data collected is particularly sensitive: ethnic group; previous tenure in hospital or prison/approved probation hostel support; if household left last settled home because discharged from prison/ long stay hospital/ other institution; or if source of referral is probation/ prison, youth offending team, community mental health team or health service. Please rest assured that all the information collected via CORE is treated in accordance with Data Protection requirements and guidelines.

Data is published by MHCLG in aggregate form on an annual basis as part of a report and complementary tables. To access the annual publications on lettings please visit <https://www.gov.uk/government/collections/rents-lettings-and-tenancies>; To see the publications on sales please visit <https://www.gov.uk/government/collections/social-housing-sales-including-right-to-buy-and-transfers>

CORE data is shared with other public sector bodies for research and statistical purposes only. For example, data is shared with Homes and Communities Agency and the Greater London Authority to allow them to exercise their role in providing adequate social housing. The detail level data is anonymised and protected to minimise the risk of identification and deposited with the UK Data Archive for research purposes.

If you are unhappy with how any aspect of this privacy notice, or how your personal information is being processed, please contact Department Data Protection Officer at: [dataprotection@communities.gsi.gov.uk](mailto:dataprotection@communities.gsi.gov.uk) and if you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): <https://ico.org.uk/concerns/>

# Privacy and Cookie policy

We, Pickering and Ferens Homes, operate this Privacy and Cookie Policy because we are committed to safeguarding the privacy of our website visitors and the confidentiality of any information that we collect about you. This policy sets out how we will use any personal information that we may obtain from you.

If we change any of the terms of this policy we will post the revised policy on our website at [www.pfh.org.uk](http://www.pfh.org.uk) behind the 'Privacy and Cookie Policy' link at the bottom of each page.

This policy applies to anybody who submits their personal data to us (whether it is submitted by using our website, by email, over the telephone, in person or by any other means). However, please note that if you submit to us a completed application for a property, your completed application will be processed in accordance with our separate Applicant and Resident Data Protection Statement (a copy of which is available upon request).

You warrant that any information you supply to us is accurate and up-to-date, that you will inform us if any such information requires updating, and that if you submit a third party's details to us you have that third party's permission to do so.

You have the right to lodge a complaint with the Information Commissioner's Office if you have any concerns with regard to the way in which we process your personal data.

## **Who are we?**

We are Pickering and Ferens Homes. We are a non-profit making registered Housing Association (A4020) and registered charity (No 1014862) whose head office is at Silvester House, The Maltings, Silvester Street, Hull, HU1 3HA. We operate this website, the homepage of which can be found at [www.pfh.org.uk](http://www.pfh.org.uk).

We are committed to ensuring that all personal information we hold is treated properly and in accordance with applicable data protection legislation. We are registered as a data controller with the Information Commissioner's Office and our registration number is Z4854829. In accordance with applicable data protection legislation, we are required to explain to you how we will treat any personal data which we collect about you.

## **What information do we collect and how do we use it?**

It is possible to visit and browse our website without being required to tell us who you are or reveal any information about you.

You may give us information about you by filling in forms on our website or by corresponding with us by phone, email or otherwise. This may include the following kinds of personal data:

a) information that you provide to us for the purpose of registering with us or submitting an enquiry or initial application for a property, including name, contact details (e.g. address, telephone number, email address), age group, financial circumstances and other relevant personal details. This information will be used for the purposes of registering you or responding to your enquiry or initial application (as the case may be), and managing any subsequent arrangements that we enter into with you.

(b) information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters including your name and e-mail address. This information will be used for the purposes of providing you with such services for which you subscribe.

Please note that where we process your personal information in any of the circumstances described in (a) and (b) above, this will be on the basis that you consent to that personal information being used for the relevant purpose described above. You may withdraw your consent to us using your information for the relevant purpose at any time (please see section 4 below for further details).

We may also use certain information collected from you via our website where the processing is necessary for the performance of a contract that we have entered into with you. For example:

(c) information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any financial transactions you make relating to our services (e.g. paying a bill). This information will be used for the purposes of fulfilling the relevant transaction and submitting related statements to you. However, your financial information itself will be protected by 128bit encrypted SSL connections and will not be stored by or otherwise accessible by us (as it will be submitted directly to our payment services provider Allpay – please see section 3 below for further details).

(d) information that you provide to us for the purpose of reporting a repair, including your name, contact details, access details and details of the required repairs. We will use this information for the purposes of reviewing the repair report and administering and subsequent repairs.

We may also use any information collected from you for our legitimate interests to improve our services and for our own audit and assurance purposes (including as part of our own research and statistical analysis).

### **Third Parties**

We will share personal information about you with (i) third parties who are directly involved in dealing with any request, enquiry or correspondence made by you; (ii) with third parties who are providing us with professional advice; (iii) where we are legally required to do so; (iv) in connection with criminal investigations where permitted by law; (v) in connection with any legal proceedings or prospective legal proceedings where permitted by law; (vi) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and (vii) where we have stated or informed you otherwise (e.g. on our website).

If you receive services from us which involve the services of a third party, we will pass information about you to that third party so they can provide you with those services. This may include our data processors Mercury Marketing (who distribute marketing materials on our behalf) and Platinum Print (who distribute statements on our behalf). It may also include any third party contractor who we engage in respect of any repairs that you report to us.

In the event that you provide us with feedback regarding our services, we may disclose that feedback to our suppliers. All our website financial transactions are handled through our payment services provider, Allpay. You should only provide your personal information to Allpay after reviewing and agreeing to the Allpay Terms and Conditions. We will share information with Allpay only to the extent necessary for the purposes of processing payments you make via our website.

We may also disclose your personal information to third parties in the event that we sell or buy any business or assets (in which case we may disclose your personal information to the prospective seller or buyer of such business or assets) or if we or substantially all of our assets are acquired by a third party, in which case personal information held by us about our residents, newsletter subscribers and other individuals will be one of the transferred assets.

Except as provided in this privacy policy or where we have stated or informed you otherwise, we will not provide your information to third parties without your express consent for any purpose (including but not limited to direct marketing).

### **How do you withdraw your consent to us using your personal information?**

Where we are processing your personal information on the basis of your consent – for example, if you no longer want to receive our newsletter – you can withdraw your consent at any time. This can be done by emailing us at [webmaster@pfh.org.uk](mailto:webmaster@pfh.org.uk) or writing to us at Pickering and Ferens Homes, Silvester House, The Maltings, Silvester Street, Hull, HU1 3HA or clicking on the appropriate link in the footer of any related email. Any such withdrawal will not affect the lawfulness of our processing based on your consent before you withdrew it.

Please note that if you withdraw your consent to us processing your personal information for any of the purposes described in section 2(a) above, this may result in us being unable to process your enquiry or initial application.

### **What if you apply for a role with us?**

If you submit your CV or other information to us for the purpose of being considered for a role within Pickering and Ferens Homes we will only use the information you submit for the purposes of assessing your application and contacting you in relation to the role that you apply for. This will be on the basis that by submitting any personal information to us in such circumstances you consent to that personal information being used for this purpose. You may withdraw your consent to us using your information for this purpose at any time; however please note that if you do this we will no longer be able to consider your application.

## Security of your personal data

We will take all reasonable steps to protect your personal information.

All electronic financial transactions you make to or receive from us will be encrypted using industry standard SSL technology. All card details are taken and handled via Allpay.

However, the Internet is global and no data transmitted via the Internet can be guaranteed by us to be completely secure during transmission. We cannot guarantee the security of any data that you disclose online and we will not be responsible for any breach of security unless this is due to our negligence or wilful default. It is possible that information you provide to us will be temporarily transferred via a route outside the European Economic Area as it passes between you and us.

## Your rights

You have a legal right to see a copy of the personal data that we keep about you and to correct any inaccuracies, subject to certain exemptions. In some circumstances you may also have the right to: (i) request that we erase any personal data held about you; (ii) restrict our processing of your personal data; (iii) data portability; and (iv) object to our processing of your personal data. Requests in respect of the above should be made in writing to Pickering and Ferens Homes, Silvester House, The Maltings, Silvester Street, Hull, HU1 3HA. Please contact us at the same address if you have any reason to believe that information we hold about you is inaccurate.

Any personal data held by us in relation to any contract you have entered into with us will be retained in accordance with our information retention policy (a copy of which is available upon request) for a reasonable period having regard to the relevant purpose, following which it will be destroyed.

If you have consented to us providing you with marketing materials, your personal details will be retained by us in order that we can provide you with such marketing materials unless and until: (i) we cease producing the marketing materials in respect of which we have obtained your consent; or (ii) you withdraw your consent, following which we will destroy or suppress such personal data without delay following the date that: (i) we cease producing the marketing material; or (ii) you withdraw your consent (as appropriate).

In accordance with applicable data protection legislation, we follow security procedures in the storage and disclosure of your information. We may therefore request proof of your identity before disclosing certain information to you or complying with any other request of a nature described in this section 7.

## Cookies

Our website uses "cookies" to ensure you receive the best possible visitor experience and to help ensure the efficiency of our website. A cookie is a small file which is sent by a web server to an individual's computer which are then stored on that computer's hard drive. The information contained within the file is then sent back to the server each time the individual's computer requests a page from the server. This enables the web server to identify and track the individual's web browser. A cookie contains text, and is like an identification card which can only be translated by the server it originated from.

Cookies cannot tell us information such as your email address, which we can only collect where you tell us (for example if you submit it to us using our website).

# Our website uses the following cookies for the following purposes:

Cookie	Name	Purpose	More Information
Google Analytics	_utma _utmb _utmc _utmz	These cookies are used to collect information about how visitors use our website. We use the information to compile reports and to help us improve our website. The cookies collect information in an anonymous form, including the number of visitors to our website, where visitors have come to our website from and the pages they visited.	<a href="#">Click here for an overview of privacy at Google</a>
Session	PHPSESSID nf_wp_session	Also called a transient cookie, a cookie that is erased when the user closes the Web browser. The session cookie is stored in temporary memory and is not retained after the browser is closed. Session cookies do not collect information from the user's computer. They typically will store information in the form of a session identification that does not personally identify the user.	<a href="http://www.allaboutcookies.org/cookies/session-cookies-used-for.html">http://www.allaboutcookies.org/cookies/session-cookies-used-for.html</a>



Our payment services providers (e.g. Allpay) may also send you cookies. Please consult the relevant payment service provider's cookies policy for further details.

Most internet browsers allow you to prevent cookies being stored on your computer. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy" and selecting "Block" for all cookies within the "Advanced" tab. Blocking all cookies will however have a negative impact on the usability of many websites (including this one).

Alternatively, you may be able to configure your browser to accept all cookies or to notify you when a cookie is offered by our server. You may also be able to delete all cookies currently stored on your web browser.

Therefore unless you change your browser settings you will automatically accept cookies from this website.

We may also collect information about where you are on the Internet (e.g. the URL you came from, IP address, and domain names like .co.uk and .com), your browser type, the country where your computer is located, the pages of our website that were viewed during your visit and any search terms that you entered on our website. We may collect this information even if you do not make any transactions using our website, and will use it to administer our website, for internal operations (including troubleshooting, data analysis, testing, research, statistical and survey purposes) and as part of our efforts to keep our website safe and secure.

We do not use cookies to market or promote the interests of any third party.

For further information about cookies and how they are used, please visit [www.aboutcookies.org](http://www.aboutcookies.org).

### **Policy amendments**

We may amend this policy from time to time. You are bound by any changes we make to this policy with effect from the date of the change. If we make any substantial changes to the way in which we use your personal information we will notify you by posting a notice on our website's homepage. You can view the current version of our Privacy and Cookie Policy by clicking on the Privacy and Cookie Policy link on our website's homepage.

### **Third party websites**

The website contains links to other websites which are out of our control and are not covered by this policy. If you access other websites using the links provided, the operators of those websites may collect personal information from you which will be used in accordance with their respective privacy policies which you should read. We are not liable for the privacy policies or practices of such third party website operators in respect of your personal information.

You acknowledge that any information that you post using our social media facilities will be viewable by anybody who visits those websites and that such information is also subject to the relevant provider's privacy policy. You are advised to consult each such privacy policy to see how they will use your data.

## 1. Data Processing for Non-Pickering and Ferens Homes Residents

We may also hold and use personal information in relation to non-residents with an interest in an applicant or resident of PFH or the services provided by PFH, or those who may take part in PFH events or activities. This information may include the non-resident's name, address and telephone number(s). We will collect and use this information where necessary for our legitimate interests in the following circumstances:

- a) Personal information relating to non-PFH residents taking part in an event or activity arranged and facilitated by PFH will be used as necessary for our health and safety purposes (including compliance with fire regulations);
- b) Personal information relating to a Next of Kin or key holder of a PFH resident will be used as necessary to provide our contracted support services to the relevant PFH resident;
- c) Personal information relating to a nominated 'third party' of a PFH resident or applicant will be used as necessary to provide our contracted or related support services to the relevant PFH resident/applicant;
- d) Personal information relating to a person collecting or returning keys on behalf of a PFH resident will be used to maintain a record of the person to whom keys have been distributed, or who has returned keys to PFH on behalf of the relevant PFH resident;

e) Personal information relating to a person giving notice to terminate the Licence of a PFH resident will be used to maintain a record of the person giving notice to terminate the relevant Licence and to send correspondence relating to the termination of the relevant Licence.

The above information will be collected using the appropriate PFH form related to the relevant processing activity.

## Persons Providing Events or Activity Services to PFH residents

We may hold and use personal information relating to those who deliver or facilitate events, activities or services to PFH residents. This information may include name, address, email address, telephone number(s) and bank account details. We will collect this information where necessary and for our legitimate interests in contacting the provider.

## 13. Contact

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email to [webmaster@pfh.org.uk](mailto:webmaster@pfh.org.uk)





## **4. Service Standards**

Pickering & Ferens Homes

# 1. Introduction

Pickering and Ferens Homes is committed to achieving excellence in customer service by setting the highest quality standards of service to our customers. Our service standards set out the level, quality and commitment to customer care that all of our customers can expect to receive from us. We aim to meet our standards and review them annually so that we continuously improve the services that we provide.

This guide describes the range of services offered, the standards of service you can expect and how we will check that we are meeting these standards.

We may from time to time ask for your help when checking and monitoring our standards. For example we may ask you to take part in short satisfaction surveys or questionnaires. We promise to keep the number of surveys to a reasonable level and ask relevant questions to help us to improve our standards.

We will listen to our customers so that we can make sure that our services are up to date and responsive to their needs. We encourage feedback and suggestions from customers so that we can continue to improve. Therefore if you feel that we are not meeting any of these standards then please let us know or if you have any feedback, comments or suggestions on our services then you can contact us via our website, telephone us on (01482) 223783 or by post to:

Silvester House,  
The Maltings,  
Silvester Street  
Hull  
HU1 3HA

# 2. Regulator

Please note that from January 2018 the government agency which undertakes the functions of regulation now refers to itself as the Regulator of Social Housing. The Regulator of Social Housing sets the Economic and Consumer standards and therefore where applicable the PFH standards show an indication as to the regulatory standard that applies to each area.

# 1. Customer Care Standards

We will aim to:

Service Standard	What We Will Do
Our customer Support team will be the first point of contact for all incoming contacts. We aim to resolve queries at the first point of contact. Where we are unable to answer or assist you with your query, we will check if another person or team can help you. If the right person is not available when you call, we will send a message via our Housing Management system to the person or team and ask them to contact you.	Make sure that Customer Support staff are trained on these standards.
Answer calls in person or with a voice message*. We will return calls within 24 hours or the next working day if we cannot answer your query at the first point of contact and the person you need to speak to is not available when you call.	*We are currently exploring the addition of voice messaging services.
When you visit our office, staff will greet you and aim to assist you with your query. Where we are unable to answer or assist you with your query we will check if another person can help you.	Make sure that Customer Support staff are trained on these standards.
Introduce ourselves by name, wear name badges and provide proof of identity when entering your home.	Make sure that all staff and contractors carry up to date ID when carrying out visits to someone's home.
Treat all information that customers provide to us confidentially. We will not disclose it to others without permission, unless we are required by law to do so.	Make sure that staff are aware of General Data Protection Regulations (GDPR) and have had relevant training in this area.

We will also:

- Provide you with a high quality and personalised service that is polite, prompt and courteous at all times.
- Always try to help if you tell us that you have any special requirements.

How will we monitor/measure this standard?

- Ask customers if we deal with enquires quickly and effectively through feedback surveys.
- Report findings through our newsletter, via our website and social media as appropriate.

Your Responsibilities

- you can help us by:

- Being polite and respectful to our staff and contractors.
- Being at home when you have agreed an appointment time for someone to visit you. If you are unable to keep an appointment then please let us know in good time.
- Not smoking when staff and / or contractors are visiting your home. If you do smoke when staff and / or contractors are working in your home they can refuse to work in your home.
- Making sure that pets are kept under control when staff visit you in your home.

## 2. Equality and Diversity Standards

We will aim to:

Service Standard	What We Will Do
Treat all customers fairly, with respect and according to their needs, whatever their age, nationality, ethnic origin, race, religion or belief, disability, gender or sexual orientation.	Produce an inclusive Equality and Diversity policy.
Communicate with you using a variety of methods and provide clear and easy to read information.	Provide all information in a clear and concise format – that complies with plain English protocols.
If a customer finds English difficult to understand and they are more comfortable communicating in another language we will provide an interpretation service at no cost.	Register with provider such as 'Language Line' / 'Language is Everything' so that we have access to translators and interpreters.
Offer to provide information in alternative languages and formats such as large print, audiotope and Braille to suit customer needs and at no cost to the individual. We will also provide a signer where required.	Register with a provider such as 'Language line' / 'Language is Everything' so that we can provide information in other formats should this be required. All customer information to have 'Equality and Diversity' statement' and format informing people of alternative provision.
We have a loop system at our office if you are deaf or hard of hearing.	Let us know your requirements and we will endeavour to assist you.
Always try to ensure that we reach as diverse a population as possible when recruiting staff and trustees.	Advertise as widely as possible when staff and trustee vacancies arise.
Always try to ensure that our Staff and Trustee profile reflects our areas of operation.	Review profile and skills when vacancies arise.

We will also:

- Be polite, friendly , helpful and listen.
- Ensure that our Trustees and staff are aware of and understand the wide range of needs of our customers and always take these into consideration when planning and delivering services.
- Always try to help if you tell us that you have any special requirements.
- Make sure that our services meet your individual requirements by asking you details about your age, nationality, ethnic origin, race, religion or belief, disability, gender or sexual orientation.

How will we monitor/measure this standard?

- We will report annually to our Board of Trustees on equality and diversity.
- We will register with language service provider and report annually to the Senior Management Team on how we have used the service and any outcomes.

### 3. Our 'Allocating Our Homes' Standards - Tenancy Standard (2015)

We will aim to:

Service Standard	What We Will Do
Publish detailed information about our allocations procedure.	Provide clear and concise information in our offices (leaflets) and on the website.
Provide an application appointment for you to enable you to apply for accommodation with us.	Explain clearly at the meeting about our properties and how and who we let our homes to.
Check that applicants can manage their licence by carrying out relevant enquires, such as landlord references and undertake an affordability health check. Where applicants are considered vulnerable or require some help – we will discuss any support needs they may have, and with the applicants consent refer to the appropriate agencies.	Explain clearly and provide all relevant information at the application appointments.
Provide information on other Social Landlords in the area.	
Acknowledge your application as soon as it has been made 'live' onto the system (usually directly after the application appointment unless we are waiting for additional information from you). Explain timescales should additional information be required.	Monitor applications which have not been made 'live' due to the documentation not being provided to us at the application appointment.
Process your application immediately at appointment providing we are in receipt of the requested information from you. Explain timescales should additional information be required.	Monitor applications which have not been made 'live' due to the documentation not being provided to us at the application appointment.
Aim to allocate our properties within target days. To be agreed annually.	Review the allocation policy on an annual basis.

We will also:

- Complete an annual review of the waiting list to make sure that the list is as up to date as possible.
- We will offer an agreed percentage of allocations to the Local Authority through existing protocols
- Monitor and review the content of the general correspondence sent to applicants on an annual basis.
- Team on how we have used the service and any outcomes.

How will we monitor/measure this standard?

- Monitor number of applicants not being made 'live' and review this information annually and consider whether any changes are required.

#### Your Responsibilities

- you can help us by:

- Keeping us informed of major changes in your circumstances.
- Let us know as soon as possible if you cannot keep any agreed appointment.
- Bring all required information with you to your application appointment.

## 4. Signing up to and Living in your Home Standards – Home Standard (2015)

We will aim to:

Service Standard	What We Will Do
<p>Arrange an accompanied viewing of the property being offered to the applicant before asking them to sign the letter of appointment/licence.</p> <p>Carry out sign up in the property and provide detailed information on the property itself and the area that they will be moving into.</p>	<p>Staff will accompany the applicant so that any questions can be answered and information about the licence and the applicants rights and responsibilities can be provided.</p> <p>Provide information and advice regarding use of facilities within the property i.e. how to use the boiler / thermostat and also provide information about the neighbourhood.</p>
All homes will be to our 're-let standard' before someone moves in to make sure that it is clean , safe and ready to move into.	Provide you with a copy of our 're-let standard' to make sure that you agree with the standard and condition of the property Standard document provided in offer pack and handbook.
Provide a health check on your property making sure it is safe and secure.	Carry out inspections on all void properties.
Provide a - SAP rating for all void properties - before commencement of Licence (if not undertaken within 10 years previously).	Carry out energy performance when required. Provide all new residents with a copy of the most up to date energy performance certificate.
Ensure that competent and qualified contractors provide gas (where applicable) and electric checks before you move into your new home.	Carry out appropriate checks on all voids. Ensure that properties have the correct certification prior to someone moving into the property.
Make sure that all necessary repairs are completed before you move into your new home, unless agreed with you that repairs can be undertaken when you have moved in.	Where possible, carry out the work necessary prior to giving you the keys to the property, unless we have agreed with you that works can be undertaken at a later date.
Make sure that the property is decorated to a reasonable standard or where we agree that this standard has not been met we will provide decoration vouchers.	Provide a quality check on decoration within a void property.
Arrange to carry out an 'Initial Thoughts' survey within 3 weeks of you moving into your new home.	We will ask your opinion of the condition of your new home when you have moved in and also your opinion of our allocation service i.e. if the viewing / sign up information and advice was useful.

Arrange to contact you within 8 weeks of you moving in.	We will review how you have settled into your new home and your thoughts on living in the property / neighbourhood.
Discuss any support needs you may have and where practical provide adaptations to your home, should you or a member of your family ( who is on the licence) require them because of a disability.	Provide information in the resident handbook and on request.
We will provide clear and relevant advice to residents who wish to transfer / move to alternative accommodation.	Provide information in the resident handbook and on request.
We will provide up to date information on the availability of properties of other social landlords via internet bases services such as HomeSwapper. This service will be free to all residents (we will provide reasonable support to those residents who do not have access to the internet ).	Provide information in People First, in the resident handbook, on our Website and on request.

## We will also:

- Make sure that we have a clear and robust recharge policy in place.
- Explain any minor repairs required and how to report future repairs.
- Provide you with a 'Welcome Pack' and the name of your Area Co-ordinator.

## How will we monitor/measure this standard?

- Ask applicants if the viewing /sign up information and advice was useful and assessing whether the potential resident was satisfied with the re-let standard by carrying out an 'Initial Thoughts' survey.
- Contact residents within 8 weeks of moving into their new home and assess and review the information provided.
- Provide feedback and information to customers in our newsletter, on our website and other social media as appropriate.

## Your Responsibilities

### - you can help us by:

- Reading your Resident Handbook and making yourself aware of your responsibilities and abiding by your Good Neighbour Guide/ Respect Agreement.
- Completing and returning the 'Initial Thoughts' survey form.
- Signing the Transfer Assurance should you wish to move with PFH.
- Providing 4 weeks' notice when you decide to leave your property.
- Ensure that the property is clean and free from rubbish or any of your belongings before you return the keys to us at the agreed time.
- Agree to be recharged the cost of disposing of any belongings/property no longer required or that you have been unable to remove prior to returning the keys.
- Letting us know as soon as possible if you cannot keep any agreed appointments.



## 5. Income Management Standards - Tenancy Standard (2015)

We will aim to:

Service Standard	What We Will Do
Provide information on paying your rent via Direct Debit as this is the most cost effective method of paying your rent to PFH.	Provide information in the Resident Handbook and various advice leaflets.
Provide advice and assistance about completing Housing Benefit forms.	Help complete the forms where appropriate and direct you to money advice agencies as appropriate.
Ensure that payments made by you or on your behalf are posted to the right account – thereby ensuring that account balances are correct.	Monitor the accounts to make sure that information is correctly input.
Provide you with (via the self-serve portal where applicable) a rent statement showing up to date payments and balances - every 12 weeks.	Monitor that these are being sent at correct intervals and contain up to date information.
Provide you with an annual rent and service charge notification which tells you the total rent/service charge payable and giving you 4 weeks' notice of any increase.	Confirmation sent late February / early March annually.
With prior notice, amend your direct debit each year for you (or when we are notified of any changes) so that you don't have to worry about arrears accruing on your account.	Make amendments internally prior to each year end and when we are made aware of any other changes.
Notify you as early as possible when your account falls into arrears and take the necessary action to recover the debt so that your arrears do not accrue and we do not have more than our target actual arrears.	We will support you if you are having problems paying and agree together an affordable repayment plan as per our arrears policy.
We will take legal action if you continue to not pay your rent.	We will keep you fully informed of any action being taken.
Aim to ensure that rent loss due to dwellings being left vacant is less than our approved performance target for the year.	Monitor voids and take appropriate action on void properties – including marketing and promotion.



## We will also:

- Provide debt advice or signpost you to other appropriate outside organisations should you require further advice or support.

## How will we monitor/measure this standard?

- Through surveys/questionnaires such as our 'Initial Thoughts' survey, ask if you are satisfied with the information on how to pay your rent.
- Ask if you find the rent notifications and statements easy to understand and if they are useful.
- Provide feedback and information to customers in our newsletter, on our website and other social media as appropriate.

## Your Responsibilities

### - you can help us by:

- Making the correct payments of rent/ service charge for your home and on time.
- Paying your rent ( where applicable) by direct debit.
- Where possible, use our self-service portal for routine enquires of information such as checking your rent account.
- Contacting us should you have a change in circumstances that affects your ability or means to pay.
- Let us know immediately should you have any difficulties paying.

## 6. Our Planned Maintenance Service Standards - Home Standard (2015)

### We will aim to:

Service Standard	What We Will Do
Consult with you on any major work which will affect your home. We will give you at least 3 weeks' notice before starting on any work.	Ensure that you receive written confirmation of any works programme.
We will provide details of the appointed contractor and the key contact officer within the Property Services section responsible for this work	We will provide this information as part of the consultation process.
Show identification when any staff / contractors visit your home.	Ensure that all staff / contractors working for Pickering and Ferens Homes are aware of this practice and always carry this out.
Provide full details of the work to be carried out and the timescales involved for completion (should there be any delays /changes to the works needed or other problems we will keep you fully informed).	We will work with the contractor and provide information and advice to all residents concerned.
Give you choices of components and finishes where appropriate e.g. the installation of new kitchen , doors, work top and tiles.	We will consult with you individually on these choices.
Where more than one area of your home is to be affected we will liaise with you on the planning of the work and your preferences will be taken into consideration.	We will monitor satisfaction levels in this area by carrying out a satisfaction survey following the completion of the work.

We will make sure that the contractor(s) keep appointments made and that they are polite, helpful and keep disturbance to you to a minimum.	We will monitor satisfaction levels in this area by carrying out a satisfaction survey following completion of the work.
Where necessary we will help with the packing / unpacking of your belongings and the moving of large items of furniture (if the works involved require this).	Liaise with each affected household individually to ascertain individual requirements.
We will consult with residents about future improvement for the investment programme.	Liaise with residents via such things as surveys/ questionnaires and Neighbourhood Panel meetings to understand their requirement and where possible to help shape the planned programme for the coming years.

## We will also:

- Ensure that all plant and equipment we provide such as lifts, fire equipment, emergency lighting and emergency lifeline will be maintained and serviced regularly.
- Require our contractors to treat all residents and their homes with courtesy and respect.
- Ensure that all our homes meet the decent homes standard as set by the Government and are safe places to live.

## How will we monitor/measure this standard?

- We will carry out satisfaction surveys following the completion of work to ensure that customers are happy with the work and the way in which the contractor undertook the work.
- Investigate further cases where you have told us that the service was not up to the required standard.
- Provide feedback to customers in our newsletter, on our website and other social media as appropriate.

## Your Responsibilities

### - you can help us by:

- Being polite and respectful to our staff and contractors.
- Being at home when you have agreed a time and date for work to be carried out. Letting us know if you are unable to keep an appointment as soon as possible.
- Not smoking when staff and / or contractors are visiting your home. If you do smoke when staff and / or contractors are working in your home they can refuse to work in your home.
- Packing away any valuable or breakable items from the areas where work will be undertaken.
- Making sure that pets are kept in control and away from any work being carried out.

## 7. Our 'Day to Day Repairs' Service Standards - Home Standard (2015)

We will aim to:

Service Standard	What We Will Do
Advise you whether the repair is the responsibility of PFH and covered in your licence and whether we will undertake the repair for you.	Clearly explain responsibility when you call to report the repair.
Advise you whether the work will be ordered straight away or whether an inspection will need to be undertaken first- so that we can get more details about what needs to be done.	Clearly explain and advise you on the process when you call to report the repair.
Aim to complete your repair on the first visit . If any follow up work is required we will agree a date and time with you.	Monitor the number of repairs we complete in the first visit.
We will make sure that the contractor(s) keep appointments made and that they are polite, helpful and keep disturbance to you to a minimum.	We will monitor satisfaction levels in this area.
Provide an out of hours emergency response service 365 days per year.	Ensure that we continue to provide an effective out of hours repairs service through various partners/ contractors.
Show identification when any staff / contractors visit your home.	Ensure that all staff / contractors working for Pickering and Ferens Homes are aware of this practice and always carry ID.

When you request a repair we will carry it out within the following timescales, unless the initial arrangement is changed by you .

Emergencies	Complete or make safe within 24 hours.
Urgent – Complete within 7 days	Complete within 7 days.
Routine – complete within 28 days	Complete within 28 days.

We will also:

- Confirm that the request for the work has been recorded and when it should be completed by.
- Keep you informed at all times if the repair cannot be completed within the target number of days due to parts not being available.
- Require our contractors to treat all residents and their homes with courtesy and respect.
- Ask you how satisfied are you with how your repair was dealt with.

How will we monitor/measure this standard?

- Aim to complete repairs at first visit.
- Inspect 10% of repairs completed - post inspection.
- Complete repairs within the published timescales.
- Target of appointments kept.
- We will carry out a sample of 'Repair Satisfaction' surveys each month.

## Your Responsibilities - you can help us by:

- Being polite and respectful to our staff and contractors.
- Being at home when you have agreed a time and date for a repair to be carried out. Letting us know if you are unable to keep an appointment as soon as possible.
- Not smoking when staff and / or contractors are visiting your home. If you do smoke when staff and / or contractors are visiting your home they can refuse to work in your home.
- Making sure that pets are kept in control and away from any work being carried out.

## 8. Our Gas Servicing Service Standards - Home Standard (2015)

We will aim to:

Service Standard	What We Will Do
Ensure that all our homes with gas heating have an annual gas safety check on your gas appliances i.e. gas fires and central heating boilers.	Monitor all properties that require gas checks to be undertaken.
Advise you whether the work will be ordered straight away of whether an inspection will need to be undertaken first- so that we can get more details about what needs to be done.	Plan ahead making sure that residents are aware of the up-coming gas check.
Provide you with a copy of the gas safety certificate within 21 working days of the check being completed.	Ensure that residents receive a copy of the gas certificate within the timescales agreed.
Replace your appliance should it not be repairable when inspected.	Provide a new appliance as applicable.
Carry out an independent gas servicing audit on a proportion of properties.	Employ an independent gas servicing auditor to carry out checks on the quality of gas servicing by our gas servicing contractor.

We will also:

- Require our contractors to treat all residents and their homes with courtesy and respect

### How will we monitor/ measure this standard?

- We will carry out satisfaction surveys to ensure that customers are happy with the work and the way in which the contractor undertook the work.
- Always achieve a minimum of 100% gas safety checks on time.

## Your Responsibilities

- you can help us by:

- Being polite and respectful to our staff and contractors.
- Being at home when you have agreed a time and date for a repair to be carried out. Letting us know if you are unable to keep an appointment as soon as possible.
- Not smoking when staff and / or contractors are visiting your home. If you do smoke when staff and / or contractors are working in your home they can refuse to work in your home.
- Making sure that pets are kept in control and away from any work being carried out.

## 9. Neighbourhood and Community Standards - Neighbourhood and Community Standard (2015)

We will aim to:

Service Standard	What We Will Do
Ask all residents to sign a Good Neighbour / respect guide.	Provide and explain guide at sign up.
Carry out an 'initial thoughts' survey.	We will ask your opinion of the condition of your new home / neighbourhood when you have moved in and also your opinion of our allocation service.
Arrange to contact you within 8 weeks of you moving in	We will review how you have settled in to your new home and your thoughts on living in the property / neighbourhood.
Provide information on activities and events that help keep residents well and ageing better.	Work with residents, volunteers and other organisations to undertake the activities, making sure they are self-sustaining.
Within our Retirement Living Plus schemes we will carry out a 'Climate Survey' at least every 2 years.	We will ask your views on the services provided within the scheme and whether you are satisfied with the current provision.
Hold Neighbourhood Panels at least twice a year involving staff, residents and contractors (where necessary).	Provide information to all residents who participate, and follow up actions.
We will hold a 'focus group' at least annually.	Arrange annual meetings to consider ideas and suggestions on how improvements or changes can be made on areas of concern or improving your neighbourhood / community, property and so on.
Carry out estate inspections on an ad-hoc basis or when issues are identified by residents.	Involve estate champions and provide feedback to all residents within the area.
Maintain all communal areas in line with our Grounds Maintenance contract.	Report at quarterly Grounds Maintenance meetings / Residents Committee meeting / Neighbourhood Panels/ Residents have access to Contractor Portal so that they can rate the service provided.
Provide information to all residents on what they can expect from the Grounds Maintenance service.	Via the resident handbook / leaflets/ website/meetings as appropriate.
Remove offensive (such as racist ,threatening, and abusive) graffiti within 1 working day of it being reported and other graffiti within 5 working days.	We will make sure that all relevant staff are aware and that they respond accordingly.
Remove any fly tipping or dumped bulk items that is on our schemes within 7 working days of it being reported. Hazardous waste or rubbish that is blocking the way will be removed sooner.	we will make sure that all relevant staff are aware and that they respond accordingly
Visit – investigate any reports of abandoned, sublet or illegally occupied properties within 7 working days of being notified.	we will make sure that all staff are aware and that they respond accordingly

## We will also:

- Provide you with a named and dedicated Area Co-ordinator for you and your neighbourhood.
- Work with other agencies to start action to remove any abandoned vehicles within 7 working days of notification.
- Inspect schemes where estate services are provided at least annually.
- Keep communal staircases, landings, chutes and bin rooms clean so that they are free from dirt, dust and grime and free from obstacles that could be a health and safety hazard. Cleaning visits will be Monday to Friday in our Retirement Living Plus schemes and as per the contract on other sites.
- Gardening visits will be sufficient to ensure that all gardens or planted areas are maintained.

## How will we monitor/measure this standard?

- Ask customers if they are satisfied with the appearance of their neighbourhood and with how it is being maintained – we will do this via the 'Initial Thoughts' survey and through the Neighbourhood Panels and other meetings as appropriate.
- Ask customers if they are satisfied with the quality and frequency of the services provided within their Retirement Living Plus schemes via the 'climate surveys' and information from estate inspections / champions.
- Provide feedback to customers in our newsletter, on our website and other social media as appropriate.

## Your Responsibilities

### - you can help us by:

- Placing litter in the bin provided.
- By contacting the council to arrange for the disposal of large household items and not leaving in a communal area.
- Making sure that you do not store any items that can cause a health and safety hazard within communal areas.
- By promptly reporting any graffiti or problems with rubbish to PFH.
- By advising us of any abandoned, sub-let or illegally occupied properties immediately.



# 10. Our Anti-Social Behaviour Standards - Neighbourhood and Community Standard (2015)

We will aim to:

Service Standard	What We Will Do
Respond to other cases of ASB, harassment or low level nuisance within 3 working days of it being reported.	Ensure that all staff are trained effectively and are aware and respond accordingly.
Advise you whether the work will be ordered straight away or whether an inspection will need to be undertaken first- so that we can get more details about what needs to be done.	Ensure that all staff are trained effectively and are aware and respond accordingly.
Agree a course of action with residents reporting anti-social behaviour or harassment.	Ensure that all staff are trained effectively and are aware and respond accordingly.
Offer advice and support to residents completing diary sheets and keep in contact with them at agreed intervals.	Staff should provide quality contact via phone or face to face feedback to residents letting them know what is happening.
Contact residents involved in anti-social behaviour cases on a regular basis and at appropriate intervals to update them on the agreed course of action.	Staff should provide quality contact via phone or face to face feedback to residents letting them know what is happening.

We will also:

- Have a robust Anti-Social Behaviour policy / procedure in place which will include:
  - Offering all residents reporting ASB additional support or signpost them to other appropriate outside support services.
  - Providing a named contact who will be responsible for working to resolve the problem.
  - Offering mediation to try to resolve disputes where appropriate.
  - Talking to you before closing your case and follow this up in writing.
  - Making sure that staff have up to date and appropriate training on ASB and hate crime.
- Work with residents to create safer communities.
- Work in partnership with the Local Authority, Police and other appropriate organisations

## How will we monitor/measure this standard?

We will ask for your feedback on how your ASB was handled we will:

- Ask if you feel the ASB procedures were easy to access, understand and follow.
- Ask if you feel your ASB was dealt with in a timely and professional manner.
- Ask if you were treated with dignity and respect by staff dealing with the ASB.
- Ask if you think your ASB complaint was resolved successfully.
- Ask how satisfied you are with the outcome of your ASB complaint.

## Your Responsibilities - you can help us by:

- Being a good Neighbour.
- Trying to resolve the problem yourself without involving PFH where it is safe to do so.
- Respect other resident's rights to their chosen lifestyle and everyday reasonable levels of disturbance. Examples of this may be mowing the lawn, using the washing machine, visiting grandchildren.
- Completing diary sheets when you have agreed to do so.
- Report all incidents of bad behaviour including ASB, harassment, domestic abuse to PFH as soon as possible.
- Immediately reporting crime, threats, racial abuse, acts of violence vandalism to the Police.

## 11. Our Complaints Service Standards - Tenant Involvement and Empowerment Standard (2017)

We will aim to:

Service Standard	What We Will Do
Acknowledge receipt of your complaint within 2 working days and log in onto our internal IT system	Ensure that staff are trained effectively and respond accordingly in the complaints process.
We will always try to resolve complaints at 'Stage 1' - this is informal resolution. We will do this either through our 'there and then' course of action or within 5 working days from the date of acknowledgment.	If we can we will resolve the complaint 'there and then' and apologise for the reason for the complaint.  We will also ensure that staff are trained effectively and respond accordingly in the complaints process.
If we do not resolve the complaint at the first stage we will review the complaint again within 10 working days from receipt of the complainants dissatisfaction.	Ensure that staff are trained effectively and respond accordingly in the complaints process.
Any complaint that cannot be dealt with in the timescales given due to such things as unavailability of witness and / or the resident or where further information is required, then following a discussion with the complainant it can be extended by an agreed number of days.	Ensure that all staff are trained effectively and respond accordingly in the complaints process.  Clearly agree the additional timescales and confirm this in writing.
Take your complaint to a Complaints Panel if we have been unable to reach a resolution which is satisfactory to you. 20 working days from the customer indicating their dissatisfaction with the response to the complaint.	The Panel will consist of Trustees and a PFH staff member who have not been involved in any aspect of the complaint previously.
Apologise when things have gone wrong and learn from all complaints.	We will use them to improve services.



## We will also:

- Provide clear information in the Resident Handbook and through the policy about how to make a complaint.
- Accept complaints in ways that suit you best such as in person, in writing, by phone or email.
- Apologise when things have gone wrong and do all that we can to put things right.
- Check that we responded to your complaint within timescales.
- Award compensation if appropriate – as per the complaint policy.

## How will we monitor/measure this standard?

- Ask if you feel the complaints procedure was easy to access, understand and follow.
- Ask if you feel your complaint was dealt with in a timely, professional and unbiased manner.
- Ask if you were treated with dignity and respect and was your confidentiality maintained.
- Ask if you would use the complaints procedure again if necessary.
- Ask how satisfied you are with the outcome of your ASB complaint.
- Provide feedback to customers on any improvement we have made as a result of complaints via information in our newsletter, on our website and other social media as appropriate.

## Your Responsibilities

### - you can help us by:

- Trying to resolve the problem yourself without involving PFH where it is safe to do so.
- Respect other resident's rights to their chosen lifestyle and everyday reasonable levels of disturbance. Examples of this may be mowing the lawn, using the washing machine, having visiting grandchildren.
- Completing diary sheets when you have agreed to do so.

## 12. Resident involvement Standards - Tenant Involvement and Empowerment Standard (2017)

We will aim to:

Service Standard	What We Will Do
Provide and promote opportunities for you to get involved in helping to develop and improve our services.	Providing clear information on how to get involved .
Help you to find out how you can get involved in your local area or to develop new ways of being involved	Providing clear information on how to get involved.
Monitor and report the difference resident involvement has made	Consider value for money and social value of initiatives.
Provide training and support to help you develop the necessary skills, knowledge and confidence to be involved at a level that suits you	Provide appropriate in house training and via external providers as appropriate e such as TPAS.
Support you with travel and other expenses when taking part in involvement opportunities	Pay expenses as per policy.

We will also:

- Have a Resident Involvement Strategy that covers both formal and informal involvement opportunities and is reviewed every 3 years.
- Provide support and assistance to the Resident Led Scrutiny Panel.
- Publish a twice yearly newsletter for residents.
- Provide information to residents through a variety of ways, including letter, phone call, , e-mail, PFH website, PFH Facebook and twitter pages, flyers and at meetings.
- Publish our annual report providing information on how residents have been involved.

How will we monitor/measure this standard?

- Ask how satisfied you are with the opportunities to get involved.
- Monitor and report resident participation involvement opportunities and training.
- Report on outcomes of resident involvement through our newsletter, on our website and other social media as appropriate.

## 13. Our Rent Setting Service Standards - Rent Standard (2015)

We will aim to:

Service Standard	What We Will Do
We will not charge rents higher than those recommended by the government.	Ensure that we follow regulatory guidelines on rent increases for Registered Provider's and Almshouses.
We will send rent increase notifications that give at least one month's notice of any increase in charges.	Ensure that we comply with our obligations in the letter of Appointment (License). All rent increase notifications will be sent on time.

We will also:

- Have a Service Charge policy that aims to ensure that residents are fairly and consistently charged for our services. The service charges will be reasonably charged to residents reflecting current legislation, the licence and best practice.

## 14. Our Value for Money Service Standard - Value for Money Standard (2018)

We will aim to:

Service Standard	What We Will Do
Set targets each year in our Corporate Plan to monitor performance	Ensure that we review our operational and strategic key performance indicators on an annual basis. We will also report key information through the annual report to Residents and our VFM self-assessment report.
Have a rigorous tender process so that all major works and reactive maintenance works are tendered to make sure we can access services at a preferential rate	Ensure that all tender processes are agreed and monitored.
Regularly test the market to make sure that we are getting value for money in all areas of the business.	Ensure that our procurement policies and practices are up-to-date and reviewed regularly; ensure that we submit timely information to Housemark to enable effective benchmarking processes to take place. Maintain and report on key VFM data through the annual report to Residents and our VFM self-assessment report.

We will also:

- Have a Value For Money Strategy the key objectives of which are:
  - To define VFM for the association.
  - To describe how and demonstrate that the association is doing the right things in the right way.
  - To highlight the importance of the associations strategic framework and performance management framework to determine our focus.
  - To describe how the association will self-regulate and have effective resident scrutiny.
  - To provide a SMART plan of action to ensure that the association implements, meets and continues to meet its strategic objectives.
- Have a Value For Money Action Plan that has overall aims, actions, milestones and outcomes.

## **5. Moving into** & living in your new home

# The gas supply to this property is capped off

**This means there is no heating or hot water.**

When you know the date you are moving, you can arrange for the gas to be uncapped by phoning our Customer Support Team on 01482 223783, who will raise an order with Liberty Gas to attend the property.

Please note that Liberty Gas require AT LEAST **48 hours' notice** before they can arrange for a member of their team to attend. **This DOES NOT include weekends or Bank Holidays.**

You will be required to allow access to Liberty Gas.

Please sign below to indicate that you have read and understand the above and return the form to your Area Coordinator at your sign-up appointment.

Name:

Signature:

Date:



# Preventing drains, sewers and pipes from becoming blocked

**Each year, Pickering and Ferens Homes raise a large number of orders for contractors to attend to blocked drains, sewers and pipes.**

Usually the causes of these blockages are easily avoidable. In an endeavour to make our budgets work to the best advantage of our residents we would like to take this opportunity to remind everyone of the best way to dispose of everyday items.

## Causes

- Blockages usually occur when fat, grease and cleaning products are disposed of incorrectly.
- Fat, oil, and grease are created from food preparation and left-overs. Sources may include: **meat fats, food scraps, lard/shortening, baking ingredients, butter, and margarine, cooking oil, sauces and dairy products.**

## What can be done to prevent blockages?

- Never pour fat, oil, or grease down your sink, toilet, insink disposal unit or drain
- Dispose of fat, oil, and grease in your brown bin (if you have one).
- Before rinsing your dishes, scrape off the grease and food scraps, wipe with paper towel and place them in your brown bin (if you have one).
- Allow fat, oil, and grease in pots and pans to cool and solidify. Then wipe out with a paper towel and place in your brown bin (if you have one) to be composted.
- Use a sink strainer to prevent food particles from going down the drain.

## Wet-wipes

Due to a big increase in use, these are becoming a major issue. Even though some manufacturers will tell you that it is safe to do so, baby wipes, wet wipes, polish wipes, antibacterial wipes, cosmetic wipes, sanitary items or incontinence pads must NOT be disposed of down the toilet. These products do not break down and degrade easily. These products must be disposed of in your general waste bin please.

Your co-operation in helping us to reduce costs and provide the best service to residents is appreciated.

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact 4 Pickering and Ferens Homes on (01482) 223783  
[www.pfh.org.uk](http://www.pfh.org.uk)

# Understanding your Photovoltaic (PV) Panels

## What is solar PV?

Solar photovoltaics (PV), capture the sun's energy using photovoltaic cells. These cells don't need direct sunlight to work – they can still generate some electricity on a cloudy day. The cells convert the sunlight into electricity, which can be used to run household appliances and lighting.

## Benefits of Solar PV

- Cut your electricity bills. Sunlight is free, so if you use your electricity wisely then the cost will be reduced.
- Sell electricity back to the grid. If your system is producing more electricity than you need, you can sell the surplus back to the grid through your energy supplier.
- Cut your carbon footprint. Solar electricity is green renewable energy and doesn't release any harmful carbon dioxide or other pollutants. A typical home solar PV system could save over a tonne and a half of carbon dioxide per year – that's more than 30 tonnes over its lifetime.

## How do solar panels (PV) cells work?

PV cells are made from layers of semi-conducting material, usually silicon. When light shines on the cell it creates an electric field across the layers. The stronger the sunshine, the more electricity is produced.

## Cost and savings

A 4kWp system can generate around 3,800 kilowatt hours of electricity a year in the south of England – that's the same amount of electricity as it takes to turn the London Eye 25 times. It is slightly less the further north you go. On average, homes with a PV system can see a reduction in electricity bills of around £65 per year.

## How to get the most from your solar PV panels

You do not need to do anything to turn the PV system on; it will automatically start working as soon as there is enough daylight.

One way of making the most of your system is to use more of the electricity it generates at home rather than exporting it back to the grid. Financially this makes sense because electricity bought from your electricity supplier costs more than what you get back from them for exporting the electricity.

The best way to get the most out of the system and save the most on your electricity bill is to use the electricity the system is producing, as it is being produced. This means adjusting your behaviour so that you use appliances with a high energy demand such as washing machines, dishwashers, irons and vacuum cleaners when you are generating electricity.

At the same time you can charge up devices such as laptops and mobile phones which run on batteries. For a PV system this is during the day when your PV system is generating more electricity. You can buy electrical appliances with a timer delay that will let your appliances start working without your needing to turn them on, if you are out during the day.

### **How do I know how much electricity is being produced?**

In some properties there is a display meter showing how much energy is being generated and used in the property. If you don't have one of these then your meter will display if the system is generating electricity and how much.

### **I don't think my PV system is working.**

If you suspect that the system isn't working then please contact us immediately as you will not be getting the benefit of the electricity generation if it isn't working.

If you need any help or advice with your PV system then please contact our customer support team on 01482 223783.

## Top Tips for Energy Efficiency

- **Turn your thermostat down.** Reducing your room temperature by 1% could cut your heating bills by 10%, typically saving you around £50 a year.
- **Check your boiler.** Your cylinder thermostat should be set at 60 degrees Celsius or 140 degrees Fahrenheit.
- **Close your curtains.** Close your curtains at dusk to stop heat escaping through windows, and check for drafts.
- **Turn off your lights when you leave a room.**
- **Don't leave your appliances on standby.**
- **Try not to part load.** Wait until you have a full load for your washing machine, dishwasher or tumble dryer; you'll use less energy.
- **Only boil as much water as you need.** Make sure in an electric kettle you use enough water to cover the elements, and only boil what you need.
- **Fix leaking taps.** In one week, a dripping hot tap can waste enough water to fill half a bath.
- **Use energy saving light bulbs.** They last up to ten times longer than ordinary bulbs and you could save at least £45 over the lifetime of the bulb.

### **Affordable Warmth**

All households are potentially vulnerable to fuel poverty. But by making sure you are energy efficient you should be able to stay warm by keeping the heat up and the costs down.

Visit [www.gov.uk/energy-company-obligation](http://www.gov.uk/energy-company-obligation).

# Condensation

**This leaflet explains what condensation is, how it forms and what you can do to prevent it.**

Condensation happens in all homes when warm air meets a cold surface and tiny droplets of water develop. The more moisture there is in the air, the more water is likely to be produced. It tends to be more noticeable in winter when surfaces are colder and most homes have less ventilation.

Condensation can be caused by cooking, showering/bathing, drying clothes indoors and even by breathing. Water droplets can form on indoor surfaces such as mirrors, windows, windowsills and it can also affect walls.

In the home, condensation often happens because warm damp air from kitchens and bathrooms moves to cooler areas, such as bedrooms. Typical examples include corners, near windows and in or behind wardrobes or cupboards. Condensation will be worse if rooms are poorly ventilated and the surfaces are cold. The key is to allow the moisture out.

## **PREVENTING CONDENSATION** **Reducing steam and moisture**

- When cooking, cover pans with lids and keep the kitchen door closed to stop wet air from circulating around your home. Make sure a window is open or the extractor fan is on.
- If you use a tumble dryer make sure it is vented so that the hot moist air escapes to the outside.
- If you have to dry clothes indoors put them in a room and close the door, leaving the window open or fan on.
- One tip to reduce condensation is to run cold water into the bath first and then run the hot water. This creates much less steam.

## **Heating your home**

- Heat all rooms even when they are not being used. Select the appropriate temperature by using the thermostatic valves on radiators as this will give greater control.
- Use the thermostat to set a comfortable temperature (around 18C to 21C).
- Do not place furniture in front of radiators, as this will stop them from heating the room. Never dry clothes on radiators.
- Never use portable gas heaters because not only is it against PFH rules, they also produce a lot of moisture.

## **SIGNS OF CONDENSATION**

- Dampness occurring in winter rather than summer.
- Damp and black mould in corners of rooms, behind furniture and in cupboards.
- Walls, ceilings and cold surfaces, such as cold water pipes "sweat" with moisture.
- Water appears on the inside of windows.
- Outside walls are affected rather than walls in between rooms.
- Clothes in wardrobes or cupboards have a musty smell and mildew on them.

## TREATING MOULD

- Treat and remove the mould before redecorating. Use products such as fungicidal products available from DIY stores.
- Use a stain block or sealer to help stop moulds coming back.
- If you are decorating a room affected by mould, it is best to remove the wallpaper and instead use a good quality and suitable paint.

## Ventilating your home

- It's important to allow plenty of fresh air into your home to stop the air indoors becoming stale and humid.
- Open bedroom windows for 15 minutes each morning and always keep air vents open.
- After you've had a bath or shower, open the bathroom window until the steam has cleared or use the extractor fan.
- When cooking, make sure the kitchen door is closed and either the extractor fan is on or window is open.

**We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact 4 Pickering and Ferens Homes on (01482) 223783 [www.pfh.org.uk](http://www.pfh.org.uk)**

## Extractor Fans

- Extractor fans should always be used whenever you are cooking or bathing. After you've finished in the bathroom or kitchen, leave the fan on for about 20 minutes to make sure all the steam has cleared.
- When using an extractor fan, keep the windows in the room closed. If a window is open the fan will draw air from the outside, rather than drawing the damp air out of the room. Make sure fans are not obstructed.
- Some fans operate automatically and turn on and off according to the amount of moisture in the air. Please **DO NOT** turn these off at the power switch as they are designed to work when they are needed.

## Looking after your home

- Remove mould growth by using a mould and mildew cleaning product (available from most supermarkets and DIY stores). Always follow manufacturer's instructions
- Wipe down the inside of windows if they become wet with condensation.
- Try not to place beds and wardrobes tightly against outside walls as mould is more likely to grow behind your furniture, where the air cannot circulate.

## REPAIRS AND INSPECTIONS

In most cases, if the steps in the leaflet are followed, you will be able to keep condensation under control and it will not be necessary to carry out repairs.

### **PFH will consider carrying out works if;**

- Residents have followed the precautions set out in this leaflet and very bad condensation and mould growth persists.
- Extractor fans are turning on and off less often than they should.
- There is widespread mould growth in a bedroom or living room.

### **PFH will not carry out works**

- On small areas of mould.



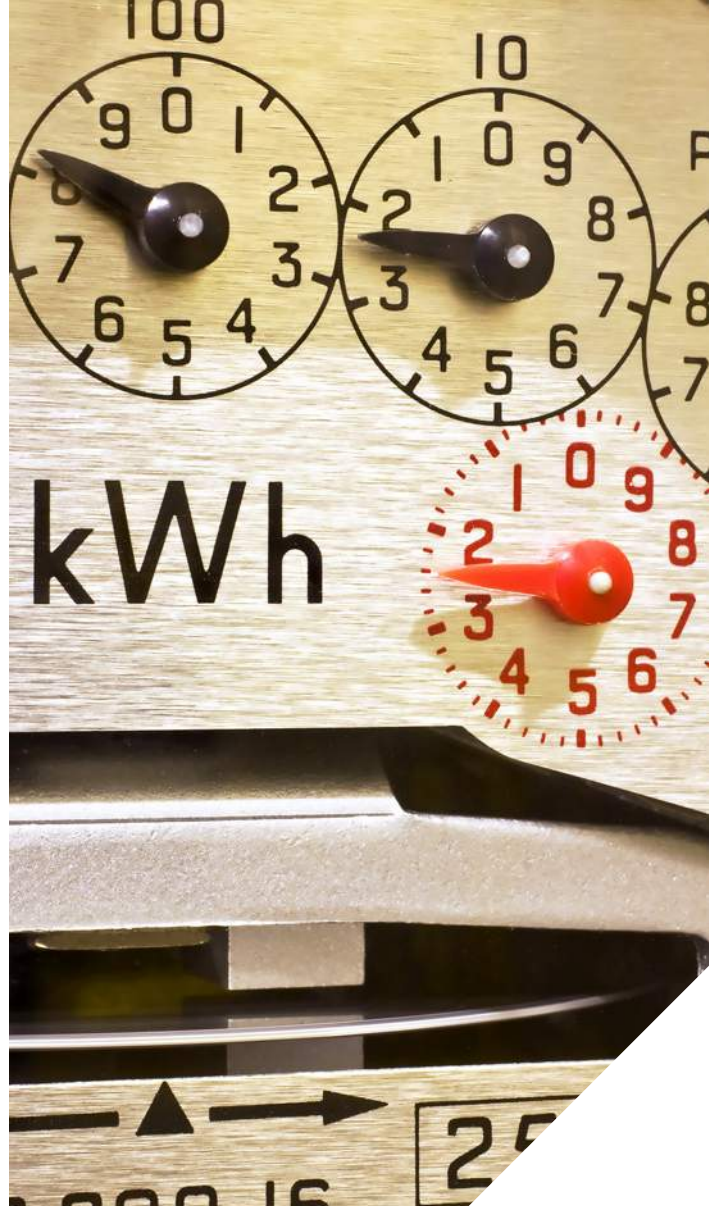
# Meter Readings and Utility Providers

## Meter Readings and Utility Providers

You must take a meter reading for your gas, electric and water as soon as you enter your new property as you are responsible for the usage from when you get the keys - please use the table below to jot down your information.

You can find out who supplies your gas by contacting the Meter Number Helpline on 0870 608 1524.

You can find out who supplies your electric by contacting Yorkshire Electric Distribution 0845 330 0889.



Key Safe Number

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	Location	Reading	Date	Supplier
Water				
Gas				
Electric				
Stopcock				



# A GUIDE TO ASBESTOS IN YOUR HOME

## Where can Asbestos be found? Common places include:

1. Heating & piping
2. Floor coverings
3. Exterior surfaces
4. Insulation
5. Interior surfaces
6. Electrical equipment



## What is asbestos?

Asbestos is a naturally occurring fibrous material that was a popular in building materials up until the year 2000. Properties built between the 1950's and 1980's are likely to contain some form of asbestos. It was used due to it's heat-resistance & strengthening properties.

However, Asbestos was later identified as a health risk. All types of asbestos were banned in the UK by 2000, so if your home was built after this date it is very unlikely to contain asbestos.

### PLEASE DO...

- Treat Asbestos with respect.
- Contact us if you damage Asbestos.
- Contact us if planning DIY/ Home improvements.

### PLEASE DON'T...

- Panic – Asbestos is safe if undisturbed.
- Attempt to remove asbestos materials yourself.
- Cut, drill or sand Asbestos containing materials.

# FREQUENTLY ASKED QUESTIONS



## **What are PFH doing about Asbestos in its properties?**

We maintain an Asbestos register and implement an Asbestos Management Plan. We undertake surveys by qualified personnel to identify Asbestos and carry out any necessary remedial works.



## **There is Asbestos in my home, why haven't you removed it?**

The Asbestos survey confirms the condition and type of asbestos containing material. Low risk types in good condition do not pose a risk to health. Removing it can sometimes be much more hazardous than leaving it alone.



## **I think I've disturbed asbestos, what shall I do?**

Don't panic. Stop what you're doing immediately, walk away and isolate the area. Contact our Customer Service Team and we will arrange for the material to be assessed and sampled if required. Our Property Services Team will then advise on the best course of action.



## **Can I paint Asbestos containing materials?**

Yes - Artexed ceilings & walls (for example) can be painted. However, you must not sand, scrape, or drill/cut in to them. To prepare the surface for painting, simply wipe it with a damp cloth.



## **I've noticed broken thermoplastic floor tiles, am I at risk?**

It's unlikely that these materials release any Asbestos fibres and are relatively low risk. However, if they do contain Asbestos then they need to be disposed of correctly by PFH.

# Pickering & Ferens Homes Lettable Standard

The Lettable Standard below identifies the minimum standard that you can expect to find when renting a Pickering and Ferens Homes property.

## Cleanliness

- The property, including all cupboards, loft space, gardens and shed will be cleared of all rubbish & debris
- The property will be thoroughly cleaned internally, including all floors, walls, kitchen units, all bathroom fittings & tiled areas
- Existing carpets will be removed unless previously agreed

## Kitchen

- All kitchen units, doors, drawers & worktops will be in working order with no damage or deep abrasions
- All properties will have access to a gas or electric cooker point

- Shower areas (where applicable) will be provided with a white shower curtain
- All sanitary ware will be in good working order with no chips or cracks
- All taps will be free from drips
- WCs will be fitted with a white plastic seat with cover

## Floor Coverings

- Non-slip floor coverings will be provided to both kitchen and bathroom floors. Flooring will be in a satisfactory condition with no significant marks or scratches. Resident floor coverings in good condition will be retained.

## Internal/external Doors & Windows

- All internal/external doors & all windows will open, close & lock satisfactorily

## Walls & ceilings

- All nails, picture hooks, plugs etc. will be removed from walls & ceilings & filled ready for redecoration

## Utility Services

- **Gas**  
The gas will be capped off whilst the property is empty and uncapped to suit occupation. The new incoming resident will need to arrange via Pickering & Ferens Homes the reconnection of the gas supply at which point a Landlords Gas Safety Check will be carried out to the boiler/fire (where applicable) and a certificate supplied.



### **Electricity**

- An Electrical Safety Test will be carried out on the property if current test certificate is more than 6 months old
- Any electrical cooker appliance to be installed by the resident will require fitting by an approved electrical contractor in accordance with the current legislation

### **Energy efficiency**

- The property will receive an Energy Performance Survey which will show how Energy efficient the property is

### **Externals**

- Gardens will be in a tidy condition
- Footpaths & hardstandings will be free from any visible trip hazards

### **Keys**

- The property will receive a complete lock change and be supplied with 4 keys if all 4 keys are not returned from a previous resident
- The property will be fitted with an insurance approved, coded keysafe situated to the front door area for use by the resident.



# Local Amenities

Please tick if you are happy with the location of the amenities below and if you are unsure on any of the following, your Area Coordinator will find the information for you.

Local Amenities	
Doctors	
Dentist	
Local Food Shop	
Pharmacy	
Post Office	
Bank	
Place of Worship	
Library	
Leisure Centre	
Cinema	



# Alterations to your Property

You can carry out certain alterations inside your home provided you have written permission before you carry out the work. Qualified installers must carry out all approved alterations and any special conditions/requirements that are necessary must be met for example planning permission.

Pickering and Ferens Homes reserves the right to require you to make good any alterations that have not been carried out as specified and/or where there has been poor workmanship and/ or where there has been no prior authorisation for the work to be undertaken. If we have to do this then you will be recharged the full cost of any such remedial works.

*If you want to carry out any alterations, please contact Pickering and Ferens Homes on 01482 223 783 where the Customer Support Team will be able to advise you further.*

## Insurance

People have the right to decide whether or not they insure their belongings. Some people decide not to do so. However fires, thefts, or other emergencies such as flooding may occur which could result in heavy personal losses. If this happens, then Pickering and Ferens Homes does not have any obligation to give financial assistance or compensation.

Sometimes people also inadvertently cause damage to other people's property. For example a bath or washing machine may overflow and cause damage to another property and other people's belongings. In these cases Pickering and Ferens Homes and the other resident(s) may expect to be recompensed. Insurance does not need to be expensive and any good insurance company would be glad to provide a quotation. We recommend that you insure the contents of your home and internal decoration.

It might be a good idea to insure against other types of mishap. Pickering and Ferens Homes insurance covers only the structure and the fixtures of your home, you could therefore be liable to replace certain fittings, such as a sink unit if you damage them. We would therefore advise you to include this in your insurance cover.





# Identification

Our staff and contractors carry identification. Contractors will usually have contacted you in writing or by telephone to arrange a visit unless you have reported an emergency to be dealt with.

Gas, electricity and water providers and all other legitimate callers will all have some means of identification. You should therefore not allow anyone into your home that you do not know unless they can satisfy you as to their identity and business.

If you have the slightest doubt about a person's authenticity, ask them to wait or call back whilst you check their reason for calling.

Where applicable contact Pickering and Ferens Homes on 01482 223 783 for advice.

# Household Security

Never leave your home empty without making sure that the windows are secured and the doors are locked.

Don't invite thieves by having your curtains drawn in the daytime or by leaving notes for callers.

When you go on holiday make sure that you cancel newspapers, milk and so on.

It is also a good idea to tell a neighbour and let them know your holiday address or contact information. Never leave cash or valuables on view. Always lock up before you and make sure your windows are secure.



# Car Parking

On most schemes, car parking bays are provided for you and your visitors.

Please use them, they have been designed so your vehicle does not block the roads or damage grass verges or block footpaths.

Please always park carefully. Inconsiderate parking can cause a danger to other drivers, cyclists and pedestrians. It can also seriously affect access for emergency services. At all times, please keep the parking bays and roads tidy.

## Can I reserve a specific parking space?

No, you cannot reserve a specific parking space. Please do not complain if someone parks in the bay you usually park in, all spaces are for residents and their visitors. However please show consideration to neighbours who have disabilities and who need to park nearer their front door, by parking in an alternative bay if there is one available.

## Are there any garages?

We do not have any garages on our sites.

## Can I repair my vehicle on the scheme?

You should not undertake major vehicle repairs anywhere on the scheme. When carrying out minor routine repairs you must make sure that you do not cause damage to surfaces or disturb your neighbours. Please make sure that you leave the ground clean and tidy after the repairs.

## What happens to abandoned/scrap vehicles?

Abandoned and scrap vehicles are an eyesore and they will need to be removed from the scheme. If known the owner(s) may be charged for the removal. If you have a vehicle which needs disposing of, look in the Yellow Pages for breakers, or contact the local authority - Hull City Council - 01482 300300, East Riding of Yorkshire Council - 01482 393939.

## Can I park my caravan in the car parking area?

You should not permanently park your caravan in the parking areas. Caravans may only be parked near to a Pickering and Ferens property while loading and unloading is being carried out.



# Booking the Guest Room

Pickering and Ferens Homes' five Retirement Plus schemes are located at Ada Holmes Circle, Greenwood Avenue, Christopher Pickering Lodge, Hessle High Road, Malin Lodge, Maybury Road, Broadway Manor, Holderness Road and Humber View, Victoria Dock. Each of the five schemes has a guest room available to hire on a short-term basis.

The guest rooms are predominantly for the use of the family, friends or carers of residents who live in the Retirement Plus scheme to stay nearby to offer support to them. The guest room can also be used by friends or family who are visiting for social reasons.

The charge for the guest room is £24 per night including VAT.

The following terms and conditions apply to anyone booking a guest room:

1) All bookings are to be made directly through the site Scheme Manager. You will be asked to complete a booking form and you will be given a full copy of the terms and conditions.

2) Priority will be given to bookings made by family, friends or carers of residents who live in the Sheltered Housing scheme,

up to four weeks before the date the room is required. Should another resident from the surrounding Pickering and Ferens Homes 'village' wish to hire the guest room, they can only do so from four weeks prior to the date the room is required, subject to the room being free.

3) Bookings can only be made a maximum of six months before the date the guest room is required (please note point 2)

4) If a booking is made for a leisure visit and another resident needs the guest room to support them through illness, we reserve the right to cancel the booking in order to facilitate this.

5) Should we receive any complaints regarding behaviour of guests they will be asked to leave and will not receive a refund. We may also refuse any future booking requests.

6) The full cost of the guest room booking, regardless of length of stay, must be paid on arrival.

7) The room is to be left tidy and in a reasonable state; bins should be emptied and beds should be stripped

8) Should there be any damage, breakages, loss of keys or additional cleaning required following departure, the hirer of the room will be recharged the cost of replacement/repair.

9) Any repairs which the hirer identifies during their stay should be reported directly to the Scheme Manager, or by telephoning the office on 01482 223783. If there is an emergency repair out of hours, please telephone 0845 057 7087.

We hope that anyone hiring the guest room enjoys their stay and that they find the facilities clean and comfortable. If there are any queries or concerns however, please let us know.

## **6. Weekly Maintenance Contribution (Rent), Service Charges and Welfare Benefits**

# What is Universal Credit?

Universal credit replaces a number of benefits, including housing benefit with one single monthly payment for some households. It is a change to the benefit system which is being introduced in stages throughout the UK and is due to be fully introduced across all the UK by 2022.

It will eventually replace six existing benefits which are:

- Income support (is)
- Income based jobseekers allowance (jsa)
- Income based employment & support allowance (esa)
- Working tax credit (wtc)
- Child tax credit (ctc)
- Housing benefit (hb)

## Who does it Apply to?

Universal credit is for people who are out of work or on a low income and aged between 18 years and under state pension age. The state pension age is changing and therefore you can calculate when you will reach the qualifying age by visiting the [gov.uk](https://www.gov.uk) website.

You will not be affected if you are of pension credit age when the change comes in (unless Or until there is a break in your pension credit claim for some reason). If you already claim pension credit you should continue to claim this and housing benefit instead. If you reach pension credit age and your partner is under pension credit age, you might not be able to make a new claim for pension credit and you might have to make a claim for universal credit instead. The exact date for this has not yet been announced.

## Is U.C. just for people who are unemployed?

No. It is a benefit for individuals and families who are also on a low income. It does not matter whether you work, are out of work, or how many hours you work. It can also apply if you are a carer, have child care costs or if you are too ill to work.

## How often is it paid?

It is paid in a single monthly payment directly into your bank account. If you were previously used to receiving benefits more regularly or having your rent paid directly to Pickering and Ferens Homes every month, you need to make adjustments to your budgeting in order to ensure you can make the money last the month.

From February 2018 new claims will be paid approximately 5 weeks after applying so you will need to make sure that you have money in place to manage the transition period or arrange extra support during this time. From April 2018 if you are in receipt of HB you will still receive the HB for 2 weeks following your initial claim for UC.



## What is different about U.C. To the benefits I receive now?

The biggest changes that Universal Credit will bring are:

- It is one single benefit payment, administered by the Department for Work & Pensions (DWP)
- Most people will have to claim online
- Most people will be paid monthly, in arrears, into a bank account
- You cannot at present choose to have the part of Universal Credit that replaces HB paid to us, your landlord. Instead, you will be responsible for paying all your rent to Pickering and Ferens Homes (PFH). **This means you will need to make arrangements to pay the rent to us, once it has been paid to you.** (Please note that from April 2018 the Government is looking at making it easier for claimants to have the housing element of UC paid directly to landlords).

## What does it mean for me?

PFH residents are not currently affected by the introduction of Universal Credit, because it is still mostly only claimed by newly unemployed single people. If you already get one of the six benefits that will be replaced by Universal Credit, you will carry on receiving these benefits until:

- You need to make a new claim for Job Seekers Allowance (JSA)
- Universal Credit is extended to other groups (Full Universal Credit Service). When this happens, the Department of Work and Pensions (DWP) will notify those who will be affected.

## What do I need to do to get ready for Universal Credit?

It could be some time before you need to claim Universal Credit but people still need to make sure that they are prepared:

- You will need an e-mail address before you can make a claim. If you don't already use e-mail, it's easy to set up an account online.
- Make sure you have access to the internet: (claims for Universal Credit will be made online). You will also need to be able to access and use an online Universal Credit account. This might be at your local library or Job Centre plus. We can help you get online if you need support.
- Set up a bank account if you don't already have one as universal Credit will be paid into this. You should open an account that enables you to set up Direct Debit payments, if you don't already have one.
- Make arrangements to manage your money monthly. We can help you with this. Please contact us if you need further support.
- If you need budgeting support you can also get further information from the governments budgeting support web page.

## Where can I get more information about universal Credit?

- If you need an overview of Universal Credit, the government website GOV.UK has lots more information.
- The Department of Work and Pensions also has a comprehensive guide to Universal Credit.
- Universal Credit will be paid into your bank account monthly. You will then need to arrange to pay the rent to PFH.
- Contact us – we can offer advice on benefit payments, managing your money, ways to pay your rent, setting up a bank account and more matters related to Universal Credit.



# Weekly Maintenance Contribution (WMC) (Rent) Collection

Your Weekly Maintenance Contribution (WMC) is payable every week. You will have been advised of the full WMC charged when you signed up for your property. Please pay your WMC (Rent) weekly in advance, or four weekly in advance. If you would like to make your payments at different frequencies please speak to your Area Coordinator.

## How do I pay my WMC?

Pickering and Ferens Homes offers a variety of ways in which residents can pay their WMC and service charges. These include making payments by Direct Debit, or by using a personal Payment Card.

For security reasons cash is not collected by the association's staff. WMC accounts are normally credited with payments within 5 working days. To help residents keep a record of their WMC account we will send them regular account statements.

## Please call us if you require:

- An up-to-date WMC statement
- Additional information with regard to applying for Housing Benefit
- Advice because you are having difficulties paying your Weekly Maintenance Contribution (WMC) (Rent)
- You wish to make your payments by Direct Debit and require a form

## You can pay your WMC in a variety of ways:

- Direct Debit – You can pay your WMC by Direct Debit weekly, two-weekly or four-weekly. This way you do not have to remember to make your payments as it will automatically come out of your bank.
- Weekly Maintenance Contribution (WMC) (Rent) Payment Card – you can pay your WMC at any Pay Point (supermarkets, post offices and other outlets where the PayPoint symbol is displayed). We will order you a payment card if this is your chosen option.
- In addition residents can use their payment card reference number to pay their WMC and service charges via the internet. This can be done by logging on to [www.allpayments.net](http://www.allpayments.net), and by following the online instructions
- If you pay by direct debit, if there are any changes to your Housing Benefit (If applicable) we can adjust what you need to pay and you do not need to do anything.
- Debit Card – You can make Maintenance Contribution payments by calling into or phoning our offices. You will need to quote the account number and sort code on your card.
- Resident Portal – You will be given a unique ID to access the resident portal. This allows you to view your WMC account and make payments at any time on line.

You need to make sure your WMC account is always up to date and where possible, in advance. We will send you regular WMC statements however it is your responsibility to keep an eye on your account on a regular basis to make sure you are not falling into arrears.

If you need any further information on your WMC or WMC account, you can contact our Weekly Maintenance Contributions team or the Resident Services team, on (01482) 223783.

# WMC Arrears Recovery

Pickering and Ferens Homes believes its Weekly Maintenance Contributions arrears policy is fair and we will offer help and support to those residents who find themselves in arrears either due to financial hardship or because of difficulties with Housing Benefit payments.

When a new resident signs up for a property, they will be asked to make WMC payments from the day the Licence to occupy starts. This also applies to those claiming Housing Benefit, however once the claim is up and running the resident will no longer be required to make separate payments themselves if they are in receipt of full Housing Benefit.

For new and existing residents, Pickering and Ferens Homes' staff will liaise with Housing Benefit staff to make sure that claims are processed as quickly as possible however residents should take ownership of their own Housing Benefit claim and be prepared to take action/supply the necessary information required to set the claim up or maintain an existing claim.



# Our service charge policy

PFH is required to ensure that it provides a range of services aimed at managing and maintaining its property. This includes the maintenance and management of shared and common areas at its schemes.

These services are provided for the wider benefit of all the residents and PFH is required to recover the costs from those who benefit from the services.

This Policy is intended to clarify where, when and how PFH will apply service charges and how the costs are recharged to residents in a consistent, transparent and fair way.

The Service Charge Policy is intended to ensure:

- PFH is fair, open and transparent, and reflects best practice.
- PFH covers its costs and aims to provide value for money when procuring services.
- PFH meets contractual, regulatory and legal requirements.
- Residents are provided with sufficient information on the setting and charging of the service charges applicable to their own scheme.
- All residents in a scheme contribute to the costs of providing services that they benefit from.

## What is a service charge?

A service charge is the amount recharged to residents for housing related services that are not covered by the rent charge (maintenance contribution) but are;

- Needed to keep common areas and open spaces safe.
- Necessary for the good management of schemes.
- Legal requirements.
- Considered good housing management practice.

Individual schemes will require different services and not every service will be provided to each scheme. PFH will endeavor to provide appropriate services to meet the needs of residents in its schemes.

Examples of some of the services that may be provided and recovered through the service charges are;

- The landscape maintenance of open areas, common grassed areas and shrub beds.
- Cleaning of internal common areas (e.g. shared stairwells, communal lounges).
- Electricity and gas consumption in provision of communal lighting and heating (e.g. shared stairwells, communal lounges).
- Scheme manager
- Door entry systems
- Depreciation of furniture and furnishings

# How are service charges set?

Service charges will normally be reviewed and set annually.

Service charges are set in two ways;

- Fixed service charges
- Variable service charges

## Fixed service charges

A fixed service charge is determined by PFH estimating what it will cost to provide the service and will often be based on previous costs. With a fixed service charge, PFH will carry the risk of any overspend and where the actual cost of providing the service is more than the amount charged to residents, PFH will not recover this from residents.

PFH will not recoup any overspends from the previous accounting period but will be able to increase the amount to reflect the accurate costs of delivering the service in the following years' service charge calculations.

If there are underspends PFH reserves the right to keep and reuse any surplus created and this will be reflected in charges made the following year.

Examples of fixed service charges are grounds maintenance, cleaning and site security.

## Variable service charges

Variable service charges are based on both the actual and estimated costs of the service with any surpluses or deficits carried forward as an adjustment to the next accounting period.

Examples of variable service charges are electricity, heating and water.

## Depreciation service charge

A depreciation service charge will be payable for the costs of items that have been purchased in providing furniture and carpets in communal lounges, for example. The cost of the furniture and carpets will be apportioned over their expected life expectancy rather than recovering the full cost of the furniture and carpets in the year they were purchased. The depreciation service charge will be apportioned between those residents with direct access to the communal lounges.

## Reserve funds

The reserve fund will be used to save money to pay for future long term renewals and maintenance required to keep the property maintained. Examples would include repairs to a lift, redecoration costs or new furnishings for communal rooms. It provides a way to spread the cost of expensive repairs. Any balance (debit or credit) on the reserve fund will be carried forward. The reserve funds will be reviewed annually.



# Apportionment

Costs of providing services will be apportioned between residents in each scheme in a fair, reasonable and consistent manner. Charges for internal communal areas will be apportioned between those residents with direct access to these areas.

# Management fees

Once the scheme service charges are apportioned, a management fee is added. Management fees cover PFH's costs associated with managing properties, administering service charges and Weekly Maintenance Contribution (WMC) (rent) accounts, income collection and providing customer services. A 12% management fee will be applied to each service charge.

# Notification of service charges

Service charges will be implemented at the same time as the rent (maintenance contribution) increases in April. Residents will be issued with a breakdown of the services that will be provided to their property during the next financial year along with a breakdown of costs, in February each year. New residents will be informed of service charges at the viewing of a property and a copy of the service charges will be given on signing of the Licence.



# Reconciliation of service charges

All service charges whether fixed or variable are reconciled following the year end to ensure cost recovery is in line with expenditure. The actual service charges collected are compared with the cost of the service provided. Any variances for variable service charges are carried forward to following years' service charges. For example an under/over recovery of 2017/18 service charges will be identified in July/August 2018 and an adjustment made in 2019/20 service charges.

Service charges relating to fixed service charges are compared against the actual cost of providing the service. For any under/over recovery of costs from the previous financial year, PFH are not able to recover/credit anything from/to the residents but will be able to increase/decrease the amount to reflect the accurate costs of delivering the service in a following year. For example an under recovery of 2017/18 service charges would be identified in July/August 2018 and 2019/20 service charges would be increased/decreased.

Residents will be informed of any variable service charge adjustments and also of any fixed service charges which will need to be altered. This will be carried out through PFH's residents' consultation process.

# Affordability, quality & value for money (vfm)

PFH aims to:

- Provide good quality services for our residents that demonstrate good housing management practice and are value for money.
- Continuously improve, challenge, manage and monitor the efficiency and effectiveness of services.
- Ensure that the cost of supplying services is always competitive and offers best value for money through benchmarking exercises against other peers.
- When considering which services to provide, PFH will consider if the charges will be eligible for payment under Housing Benefit or Universal Credit criteria to ensure they remain affordable and our properties remain desirable.

# Consultation

In accordance with PFH's customer focused approach, we will consult with and listen to residents views about service provision and the service charges as appropriate. A meeting will take place at each Retirement Living Plus scheme in February each year to consult with sheltered and non-sheltered residents about any service charge increases. Residents will be consulted prior to any changes in service provision.

# Appeals and complaints

Any appeals or complaints in relation to the setting or charging of service charges will be dealt in line with PFH's appeals procedures or its complaints procedures as appropriate.

If you would like to see a full copy of the Service Charge Policy, please let us know.



# The Key Principles of the Control of Current WMC Arrears Policy are: -

- Pickering and Ferens Homes accept that residents may wish to pay their Weekly Maintenance Contributions at different intervals i.e. weekly, fortnightly or monthly. This is acceptable as long as payments are made on a regular basis, in advance and at agreed intervals.
- Residents will be sent regular WMC statements. It is important that you check your statement carefully and make arrangements to pay any outstanding balance. Residents can also check their WMC account on-line to ensure that payments are up to date.
- Residents will normally be advised by letter of the amount and the reason for the arrears. They will be advised to contact the office if they have any queries. We realise that in some cases a visit or telephone call to the resident is more appropriate.
- Should your account fall into arrears, we will determine the circumstances of the resident and we will use our knowledge of the resident to provide the correct contact. For example if it is known that a resident has difficulty getting out of their home then a home visit should be arranged. If English is not the resident's first language then it may be appropriate to use the telephone interpretation service.
- Whichever contact takes place the Resident Services Area Coordinator will advise you of the amount of the arrears and the reason they have accrued. An agreement should be reached to pay the arrears with consideration being given for the resident's ability to pay. An Agreement to Pay Arrears form should also be signed by the resident. Any agreement made will be sent to the resident confirming the details.
- The Area Coordinator will keep a record of the agreement and monitor payments on a weekly basis.

- If the arrears continue to accrue we will escalate the policy. Further letters will be sent and a meeting will be arranged with the resident to discuss the situation further. The resident will be invited into the office or a home visit will be arranged.
- Pickering and Ferens Homes will accept the payment of arrears in instalments. However, this must be agreed with the Resident Services Manager and must reflect the resident's ability to pay on a regular basis.

- If a resident does not respond to repeated attempts to ensure repayment of arrears Pickering and Ferens Homes will have no option but to notify the resident that they will be served with a Notice to Quit which could result in them losing their home.

Pickering and Ferens Homes are however keen to assist any resident who finds themselves in financial hardship.

We can arrange a home visit to you to discuss your concerns and also sign-post you to organisations which offer free independent advice. You can also contact the Citizens Advice Bureau at the address below:

Hull and East Riding (Hull) Citizens Advice Bureau  
The Wilson Centre (1st floor)  
Alfred Gelder Street  
HULL  
East Yorkshire  
HU1 2AG

Telephone - 01482 224608



## **7. Repairs** & Grounds Maintenance

# General and Emergency Repairs

You can report all general and emergency repairs during the working hours shown below;

Monday - Thursday - 9.00am to 5.00pm

Friday - 9.00am to 4.30pm

Please ring: 01482 223 783

You will be able to report the repair to the first person you speak to.

## Emergency Repairs - Out of Hours

For all emergency repairs out of normal working hours stated above including evenings, weekends or bank holidays.

Please ring: 0845 057 7087

Please be mindful of the type of emergency you are reporting and that it is a true emergency such as unlawful entry, serious leaks to pipes, vandalism that causes a security threat to your home, blocked drains etc.

Please note that the resident may be charged for work that is not considered an emergency.

## Emergency Numbers

- Fire/Police/Ambulance - 999
- Gas Escapes and Urgent Calls - 0800 111 999
- Electricity Emergencies & Failures - 0800 375 675
- Water Emergency Calls - 0845 124 242

The association will carry out repair works within the following timescales;

Target times	
Emergency repairs	Attendance within 24 hours
Urgent repairs	Attendance within 7 days
Routine repairs	Completed within 28 days

Please note some repairs may take longer if spare parts are unavailable within the timescales.



# Grounds Maintenance

## Grounds Maintenance

There are two services for grounds maintenance; communal areas and the private individual garden scheme.

### Communal Areas

If you have a communal garden then our contractors will carry out ongoing garden maintenance such as grass cutting, hedge and shrub pruning and tree works. This service also includes litter picking, weed-killing and gritting, if necessary.

There is a programme of work that ensures that the grounds are kept in good condition throughout the year and emphasis is placed upon varying tasks depending upon the time of year. The summer maintenance period is between March and November when most of the activity is undertaken and the winter maintenance period, November to March, is when most of the "tidy-up" work is done.

If you have a communal area then the grounds maintenance service will be covered by a service charge.

## Individual Garden Service

If you would like our garden maintenance contractor to carry out maintenance to your individual garden then this service is available to you at an additional cost. There is a form to be completed if you wish to take this service and you would sign up for a year at a time. The payment can be paid on a quarterly basis if you prefer.



# Minor Repairs

The association's Licence contains a clause, which specifies that the resident is responsible for undertaking minor repairs. The association considers the following to be minor repairs:-

- Supplying and fitting of light bulbs (not fluorescent lights or bulbs within sealed units, security lights or glow bulbs to electric fires)
- Minor filling, including hairline cracks to walls, ceilings and around doorframes
- Replacement of plugs and chains on sinks, baths and basins
- Renewing washing lines or rotary driers
- Cost of additional house keys

Taking into account that the above list is not exhaustive the association reserves the right to use its discretion within the Recharge Policy.

## Repairs caused by damage, misuse or negligence

The association's Licence contains clauses, which specify that:-

2.2 Internal decoration and minor repairs are the responsibility of the resident. Residents should permit reasonable access for inspection of their dwelling and for repairs and safety checks (for example annual gas servicing) to be carried out. If despite reasonable requests you fail to allow reasonable access the Charity reserves the explicit right to effect access (on reasonable notice unless it is an emergency) to the dwelling.

2.3 The Charity reserves the right to charge you for maintenance work carried out at your request which would otherwise be your responsibility (e.g. replacing light bulbs and for repairs which arise through some act or default of the resident (e.g. the cost of unblocking a drain which has been blocked by fat being put down the sink).

2.4 The Charity reserves the right to charge you for the cost of replacing lock and keys if your keys are lost or stolen.



# Rechargeable Repairs

From time to time, it may be necessary for the association to recharge a resident for the cost of making good any additions, alterations, repairs etc which a resident has undertaken but which do not meet the required standards of Pickering and Ferens Homes. Similarly, the association may recharge if work is required as a result of wilful damage, misuse or negligence.

It is the association's policy to recharge residents the cost of repairs which are listed further down in this document.

The majority of repairs that residents request are the association's responsibility to make good. There are however certain types of repairs which if undertaken by the association will be recharged to the resident. Rechargeable repairs essentially fall into two categories:-

- Repairs of a minor nature that the resident is expected to attend to.
- Repairs that arise as a consequence of wilful damage, or misuse or negligence

If we encounter a property which is deemed to require a recharge to the resident, estimated costs will be provided to the resident by the Customer Support Team section based upon historical costs of similar works carried out by the associations approved contractors.

Before ordering any repair that is rechargeable, the resident will be given the option of carrying out the repair themselves however, the works should only be carried out by a competent person who is able to complete the works to an acceptable standard. The completed works may be inspected by a member of the Property Services section who will ensure that the job has been completed to an acceptable standard.

The repair may be done in default by the association if the resident fails to complete the work within a reasonable time period, and the property is deteriorating. The total cost of the works carried out will be charged to the resident.

Residents are expected to pay recharge debts promptly. Depending on circumstance, arrangements can be made to repay by instalments. Legal action may be taken against a resident who fails to pay recharge costs.

It is difficult to compile a standard list of rechargeable repairs but some of the common examples include:-

- Reglazing of windows/doors. (The association is insured for accidental breakage but in all other circumstances Residents are responsible).
- Replacing locks when keys have been lost or stolen.
- Clearing blockages in waste pipe caused by lack of care (e.g. fat, tea leaves, nappies, sanitary towels).
- Replacing damaged internal door.
- Replacing damaged external door.

(see the more detailed list at the end of this document)

### On termination of Licence

On leaving your property, recharges may include:

- Clearing property of furniture.
- Cleaning property.
- Redecoration.
- Gaining entry to property.

Rechargeable repairs and Minor Works carried out by the associations approved contractors

The difference between the above types of rechargeable repair and minor works is that it may not be possible to establish who is responsible for the work until after the repair has been completed, e.g. blocked waste pipe/drain. Also many of these repairs would normally be the association's responsibility to repair (were it not for the misuse) so the association may feel it more appropriate to carry out the repair, e.g. blocked w.c.

We may be able to offer a minor repairs service to residents who are unable to carry out repairs where the work is their responsibility. Minor repairs (see list below) can be requested and ordered through the association. Residents should be advised of the minimum cost of the repair and advised how payment for that repair should be made.

- Reglazing of windows/doors. (The association is insured for accidental breakage but in all other circumstances residents are responsible).
- Replacing locks when keys have been lost.
- Clearing blockages in waste pipe caused by lack of care (e.g. fat, tea leaves, wet wipes, nappies, sanitary towels).
- Replacing damaged internal door.
- Replacing damaged external door.

You will be advised by Pickering and Ferens Homes if the repair is your responsibility to undertake.

# Former Residents Rechargeable Repairs

When a resident gives notice of their intention to leave their property, a pre-void inspection should be undertaken.

If rechargeable repairs are identified during the inspection the resident should be advised that they may be recharged for the repairs or re-instatement works for unauthorised alterations.

Where the forwarding address of the resident (or Next of Kin) is known the letter and invoice are despatched requesting payment within 21 days.

## Payment of Rechargeable Repairs

A letter will be sent to the resident (or former resident/Next of Kin) to confirm the recharge repair sum outstanding and

to explain methods of payment. If no response is received a home visit may be undertaken

Pickering and Ferens Homes will follow its' arrears recovery policy should payment not be received by a current or former resident. This means that the resident's occupancy may be put at risk if payment is not made within agreed timescales. In the event of former resident moving away, debts may be passed to the association's approved Debt Recovery Agency if payment is not received.

If the debt is to be pursued a default summons (small claims court) may be issued in the County Court where if defended it will be dealt with as a small claim (if under £5,000).



# List of Re-Chargeable Repair Examples

Minor Repairs					
Item	Repair	Re-Charge	Yes/No	Estimated Cost	Pay in advance
1	Supplying and fitting of bulbs to light fittings (not fluorescent lights, bulbs within sealed units, security lights or glow bulbs to electric fires).	Full cost	Yes*	£36.00	Yes
2	Renewing washing lines or rotary driers.	Full cost	Yes	£50	Yes
3	Cost of additional house keys.	Full cost	Yes	£8.00	Yes
Repairs caused by damage, misuse or negligence					
Item	Repair	Re-Charge	Yes/No	Estimated Cost	Pay in advance
4	Gaining access to the dwelling to carry out repairs (resident not permitting access e.g. gas servicing).	Contractor time only	Yes	£110.00	No
5	Unblocking sink or drain (blocked by resident putting fat down the sink or drain).	Full cost	Yes	£37.00	No
6	Replacement of locks and/or keys (if lost or stolen).	£100 cap	Yes	£170.00	No
7	Re-glazing of windows and doors (damaged by misuse)	Full cost	Yes	£120.00	No
8	General damage because of misuse, negligence (e.g. internal doors and walls).	Full cost	Yes	£100.00	Yes
On termination of license					
Item	Repair	Re-Charge	Yes/No	Estimated Cost	Pay in advance
9	Cleaning property of furniture - unoccupied properties.	Full cost	Yes	£300.00	Yes
10	Cleaning property - unoccupied properties.	£100 cap	Yes	£200.00	Yes
Letter of appointment					
Item	Repair	Re-Charge	Yes/No	Estimated Cost	Pay in advance
11	Removing, repairing or bringing up to reasonable standard any unauthorised alterations or additions made to the property.	Full cost	Yes	TBD	Yes
12	Cleaning the property if deemed to be in an unsatisfactory state (during appointment) - Occupied properties. e.g. heavy nicotine damage	Full cost	Yes	£250.00 - £500.00	No

## Resident Handbook

Item	Repair	Re-Charge	Yes/ No	Estimated Cost	Pay in advance
13	Internal Trasnsfer/mutual exchange - Cost of cleaining, redecoration, reinstatement of unathourised alterations etc - if required.	Full Cost	Yes	TBD	Yes
14	Moving into Residential Care/Alternative accommodation - Cost of cleaning and the reinstatement of unauthorised alterations etc - if required.	Full Cost	Yes	TBD	No
<b>Other</b>					
15	Repeatedly not allowing access for appointments made or necessary works to be undertaken. This could include legal costs in addition to labour costs.	Full Cost	Yes	After 3 attempts - £50 per visit	No

\*This item to be re-charged to the resident unless there is absolutley no assistance available to the particular resident(s) or that by carrying out this item of work themselves it may be deemed to be a health and safety risk.

<b>PFH responsibilities</b>	<b>Resident Responsibilities</b>
Electric, gas and water installations and appliances.	Replacement of light bulbs (not fluorescent or bulbs in sealed fittings, security lights or glow bulbs to electric fires). Additional electric sockets requirements. Venting kit for tumble driers.
Cooker points that are existing.	Alternative cooker point than existing.
Drains, gutter and pipework including unblocking of drains/sinks.	Blocked drains or sinks that are caused by the resident, including we wipes. Plumbing for washing machines or dishwashers.
Internal structure, plasterwork, walls, doors wall tiling ceiling and floor.	Laminate floor coverings, when fitted by residents. Internal decoration, except when disturbed during major repairs. Adjusting internal doors due to new carpet installation.
External fabric of building including windows, doors, brickwork, roofs and chimneys.	External structures erected by the resident, e.g. shed, greenhouse.
Kitchen and bathroom general wear and tear.	
Reglazing generally or if as a result of vandalism if a crime number is provided.	Reglazing that isn't as a result of wear and tear.
Front and rear door locks. Shed locks if wear and tear.	Replacement lock and/or keys if lost or stolen to front door, rear door and garage. All replacement locks to sheds except wear and tear Additional keys
Boundary walls, gates and fencing.	Garden pond maintenance and filling in of same
Paths to property.	
Hard-standings provided by PFH.	Hard-standings provided by the customer
Clothes posts.	Line to clothes posts
Rotary driers to communal areas.	Rotary driers
External painting .	
Communal TV aerials and satellite dishes.	Individual aerials and satellite dishes.
Door entry systems.	
Communal stairwells, lighting and general area maintenance.	



## 8. Health & Wellbeing

# Emergency Call Systems

Your property may be equipped with an emergency 24-hour call service. These are the red pull cords you may have in each room, or the lifeline portal unit which attaches to your phone.

## Emergency call Service for Properties with the Red Pull Cords

Your property is connected by intercom to a central control centre called Astraline. There are operators at the control centre 24 hours a day, 365 days a year. They will attend to any calls received via the red pull cords in your property. When you sign up for your home you will be asked to give the following details:

- Your Next of Kin, their address and telephone number
- Two nominated key holders, their addresses and telephone numbers
- Your doctors name, address and contact number, plus brief medical history
- Any details of any other support workers you have including social services, carers, etc.
- Details of any day centres you attend

We keep these details on our files however we also send them across to Astraline. This is in case one of our pull cords is activated and the operator at the control centre can access your details quickly and take the necessary action.

Under the Data Protection Act we are obliged to obtain the consent of your key holders so that we can process and retain information relating to them as a third party contact. You must therefore ask them to complete the key holder consent forms that you will be given. Please also have a conversation with them so that they understand their responsibilities as a key holder; they may be contacted in an emergency at any time of day or night.

# The Red Pull Cords

Most of your rooms will have a red cord hanging from the ceiling although not all of our properties have this service. Please do not tie the cords up or cut them off. Leave the cord hanging to the floor at all times, as you never know when you might need to use it.

You will notice that the cord in the hallway comes from a box attached to the wall. This is called the speech module. When a cord is pulled, you will hear the box beep and there may be an automated message until the operator at the control centre answers the call. If you are able to speak, the operator should be able to hear you whichever room you are in. If you are not able to speak, you will still receive emergency assistance. Please be aware that when the operator is talking, they cannot hear you. You must let them finish before attempting to talk to them.

## Response by the Call Centre

If you pull a cord the operator will respond in the following ways:

A) Depending on the type of emergency, one or more of the following services/assistance may be called to your home:

- Ambulance
- Police
- Next of Kin
- Fire Brigade
- Doctor
- Key Holder

B) In non-emergency circumstances, the operator may ring your doctor, relatives or the social services. You will not necessarily receive a visit from a Scheme Manager by pulling the cord, however if you live on a complex with a Scheme Manager, and they are on duty, they may be the first person who attends to the call.

Remember, your cord should only be used in emergency situations.

*In an emergency if you require the police, fire service or an ambulance immediately, then you should dial 999 straight away if you are able to get to the phone. Do not wait for a response from the call centre.*

## Emergency Call Service for Properties with a Lifeline Portal Unit

If you have a lifeline unit attached to your telephone, this operates in a similar way to the emergency pull cord.

The control centre will have your details. If you require urgent assistance then you should press the large red button on the unit. This will connect you to the control centre. You will then be able to speak to an operator at the other end, who will contact the appropriate people. You do not need to pick up the receiver on your phone once you have pressed the red button.

Please note that not all of our properties have this equipment .

# Pendants

Most lifeline units and those properties with pull cords can usually have the use of a pendant, which can be worn around the neck or wrist. In the event of a fall for example, you should press the red button on the pendant. You will not be able to speak through the pendant but the lifeline unit will relay the conversation for you from whichever room you are in. Remember if there is any doubt about your wellbeing, the operator will always contact somebody to check on your welfare.

*If you do not have a pendant and feel that you would benefit from one, please call us on (01482) 223783.*

## Key-holder Consent

We ask for you to nominate two key-holders who will have a key to your property. Most of our properties are connected either by a lifeline telephone or by an emergency pull cord, to a control centre which is staffed 24 hours a day, 365 days of the year.

Once they have established the problem, the operator may contact one of your key-holders and request they attend your property to check on your welfare.

Remember, this could be at any time of day or night. If at any time in the future your key-holders are unable or unwilling to provide this assistance, you should advise Pickering and Ferens Homes on 01482 223 783 so we can keep our records up to date.

We will keep details of the key-holders name, address, contact telephone numbers and relationship to the resident on our systems, and also on the computer at the control centre. We will give you forms for you and your key-holders to sign to say they understand who their information will be shared with, and what their responsibilities as a key-holder are.

If in future they change any of these details, you must inform Pickering and Ferens Homes so that records can be kept up to date.



# Your OkEachDay Phone

Pickering and Ferens Homes (PFH) offer lifeline equipment in the form of hard-wired pull-cords in most rooms, or a lifeline unit which connects to the telephone.

In April 2015, Pickering and Ferens Homes joined forces with Housing Proactive (HP), a company which specialises in telecare equipment.

This equipment is useful in emergencies, however the OkEachDay phone can be used on its own or alongside the emergency call equipment. (Please refer to the section on 'Emergency call equipment' for further information). At present this equipment is installed in all our properties with the exception of our sheltered housing.

## What is the OkEachDay phone for?

The beauty of the OkEachDay service is that it is an unobtrusive way for you to let your family (and also PFH) know every day that you are OK. Many residents like this system because they do not have to wait in for someone to visit every day, they do not have to wait for phone calls checking on their welfare so you can let people know you are OK by simply by pressing a button!

## How does it work?

The phone is installed and works like any other phone. The OkEachDay Day phone can be used instead of your usual phone, or alongside it.

Soon after you move in, the HP team will contact you to explain how the system works, and ask you your preferred time for you to press your button. For example if you usually get up at around 8am, you can arrange to press your button by no later than 9 am.

When you have pressed your button, the signal is sent to HP that you are up, about and well – and no further action is required by anyone. The HP team will also take some details from you about your emergency contacts, e.g. family or friends whom should be contacted if you fail to press your button and they are unable to reach you.





## What happens if I fail to press my OK button?

If you do not press your OK button because you are unable to, or simply because you forgot to, soon after you usually press it the HP team will attempt to make contact with you by phoning you. They will continue to try and reach you for about 20 minutes however if this fails, they will contact your emergency contacts. This is because they might already know if you are ill, away, out etc. If there is no explanation for you not pressing your button, your emergency contact will be asked to check on your wellbeing. We also ask that the outcome of this check is reported back to the HP team. If your emergency contacts could not be reached, the HP team will contact PFH and a member of staff will arrange to attend your home to check you are OK. We will only gain access to your property if there is genuine concern for your wellbeing. Master keys are only used to enter properties in such emergencies and properties are never entered unless there are two staff present.

## Other Benefits

Of course, one of the benefits of this system is that the resident knows that someone will check on their wellbeing if the button isn't pressed, and families highly rate the system because they have peace of mind that there is someone looking out for their relative(s).

You will see on your phone that there are actually three buttons. One is the OK button which you press every morning. The other is a button which connects directly to the HP team should you wish to ask them anything or to tell them if you are going away or into hospital etc. The third button connects you directly to the PFH Customer Support team.

Another benefit to the system is that PFH is able to get automated messages out to residents. This might be used for example, if we know there are emergency works being undertaken in your area, if there is an important meeting coming up which you need to know about, etc. So, when you press your OK button in the morning, if there is a message ready it will automatically play to you. There is an option to play the message again if you didn't quite catch it, or you can press the HP button to ask them to clarify what the message is all about.





## Full or Lite?

When a new resident moves in the system will be fully explained to them. However residents have the opportunity to opt into the 'Full' service, or the 'Lite' service. The 'Full' service incorporates all of the information included earlier. The 'Lite' service means that you do not press your button every day to let anyone know you are OK, but you can still receive important messages from us. We would always recommend that you join the 'Full' service in order to fully benefit and so that you and your family can have the peace of mind that someone is looking out for you. If you opt into the 'Lite' service only, you will receive courtesy calls on a monthly basis from the HP team, who will check that you are OK and ask if you have any issues which you would like to report. HP will contact PFH with any information that we are required to act upon.

## Contact number

If you are going away, we would always ask that you let HP know in advance. This is so that, when your button is not pressed the HP staff and PFH staff are not ringing round your relatives or driving over to your property to check on your welfare. However, we appreciate that you may forget to press the button from time to time, or forget to let HP know if you are going to be away. This is fine. The escalation process shows that the system works!

If you are going away, please advise Housing Proactive by pressing your HP button. If you are already away and forgot to press your button before you left, you can contact them by phoning 0808 156 5777.

# Cost

The cost of this service is presently £4.50 per week and is charged through your service charge; however you will be pleased to learn that this service is presently 100% eligible for Housing Benefit payments. This means that those of you in receipt of Housing Benefit will have this funded through your benefit. For those who pay full Weekly Maintenance Contribution (WMC) (Rent), a certain number of accounts can be subsidised, so unless you are advised otherwise, you will not have to pay for this element of the service charge.

There is no call charge when pressing your OK button every day. If you press the HP button or the PFH button, this will be charged at local rate and will show up on your phone bill as normal.



# Mobility Scooters

Many people buy electric/motorised scooters to enable them to get out and about and remain mobile.

Pickering and Ferens Homes aim to promote the health and wellbeing of residents and encourage them to remain as mobile as possible. However it is important you read the following before you purchase a scooter;

- Storage - where will you store the scooter?
- Re-Charging - do you have facilities to recharge the batteries?
- Insurance - do you have adequate insurance cover?

## Storage

The storage of electric scooters must be done in a manner appropriate to your living environment so that there is no risk to you or others living near you. The following rules apply to properties belonging to Pickering and Ferens Homes, although you should always check with us before purchasing a scooter so that we can advise you appropriately.

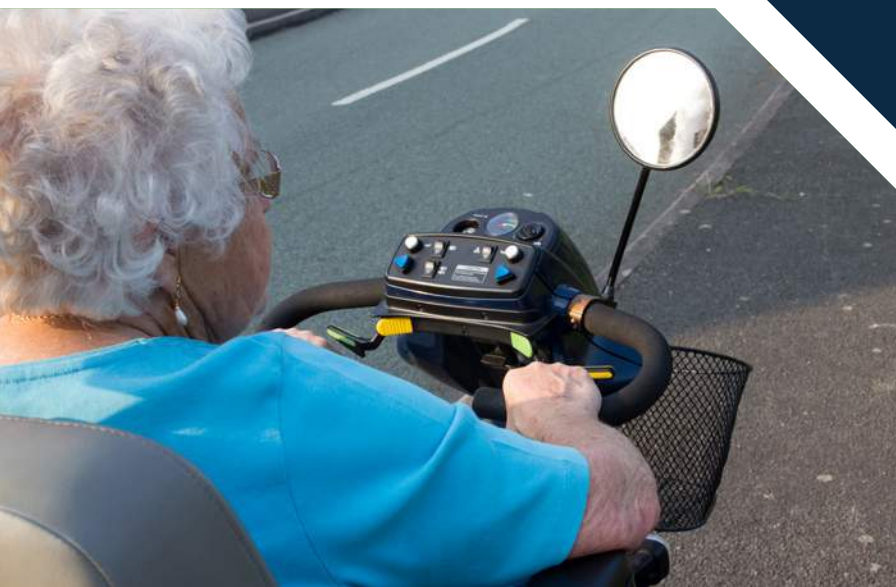
## Bungalows

Ideally you should store your scooter in a purpose-built shed. The shed should have a ramped access, be large enough to accommodate your scooter and have an electric supply for recharging batteries. Your shed would also require adequate security.

## Flats (Individual/private Access)

Due to restricted garden area to the rear of some flats it may not be possible to erect a shed. In a few flats there may be adequate room to store your scooter in the entrance, however you should always check with PFH first so that we can identify if there are any fire safety or access issues.

This would not be allowed in a flat where the entrance/stairwell is shared with another resident. Therefore before purchasing a scooter you must contact Pickering and Ferens Homes to ask permission and let us advise you. If you buy a scooter without considering the storage and charging issues, Pickering and Ferens Homes will not be responsible for providing storage or charging facilities.



## Flats (Communal Access)

We do not allow electric/motorised scooters to be stored or charged in the entrance areas or any other communal space. Again there may be insufficient space to erect a shed and charging facilities. Please contact Pickering and Ferens Homes and we will talk through the options with you.

Please note if you have been given permission to have a scooter you must not ride it through the scheme and you must not store it or recharge it in any other area other than that designated for scooters.

Please ensure batteries do not leak as the cost of damage may be recharged to the resident responsible.

## Service Plus Flats

There are scooter stores in all of five Retirement Plus schemes however availability may be limited and you may have to wait for a space to become available before you can buy and store your scooter there. Therefore you must ask permission before purchasing a scooter and ensure that the Scheme Manager has placed your name onto the waiting list.

Please note if you have been given permission to have a scooter you must not ride it through the scheme and you must not store it or recharge it in any other area other than that designated for scooters.

Please ensure batteries do not leak as the cost of damage may be recharged to the resident responsible.

## Charging

The charging of scooters must only take place at designated charging points or within your own property/shed (if you have been advised that storage in your own property is appropriate).

Communal sockets must not be used for recharging scooters.

## Insurance

It is your responsibility to adequately insure your scooter. Your insurance should cover;

- Theft
- Third Party/Public Liability
- Fire
- Vandalism

If you are considering purchasing a scooter, please contact a member of the Property Services or Resident Services team on (01482) 223783 who will be able to advise you appropriately.

1. Any scooter stored within a Pickering and Ferens Homes scooter store must have insurance; we cannot grant you a space if you do not have insurance.
2. Should you be successful in obtaining a space within the Scooter Store, there may be a small charge you are expected to pay to cover the cost of the electricity used to charge up the scooter.
3. As spaces are limited within the scooter store and you have not used your scooter for a period of time, you may be asked to consider removing your scooter from the store to free up a space for another resident.

# Aids and Adaptations

Pickering and Ferens Homes (PFH) is sensitive to the needs of its residents and recognise that some residents and/or other members of their household may need additional adaptations to meet their specific needs.

PFH aims to enable residents to live independently, with dignity, confidence and privacy. Adaptations enable a person to use their home more effectively and without barriers, and in effect allow the person to view their home as a 'home for life'.

PFH agree a budget each year for the provision of adaptations. The budget is divided into two; Minor Adaptations and Major Adaptations.

## 1) Minor Adaptations

Minor adaptations are generally funded and provided by PFH and usually cost under £1000. Supporting documentation from the resident may be necessary, for example a GP's letter. PFH will refund the cost of providing the necessary documentation if necessary, if the resident is able to provide a receipt.

In some cases, the Hull City Council or the East Riding of Yorkshire Council's Social Services Department may be able to provide smaller adaptations (fixed and portable) free of charge. Residents may therefore wish to make contact with the Social Services department in the first instance.

## 2) Major Adaptations

Major adaptations usually cost over £1000 and may be funded totally or partly through the Hull City Council or the East Riding Council's Disabled Facilities Grant (DFG) section. DFG's are means tested, and if the cost of the work is greater than the grant awarded, PFH may fund this on behalf of the resident subject to certain restrictions and funds being available.

## 3) Applying for a Disabled Facilities Grant (DFG)

When considering an adaptation, residents should contact PFH in the first instance. PFH will apply for a DFG on the residents' behalf. In order for PFH to complete this application, it is necessary for an Occupational Therapist to visit, to assess the resident's needs and submit a report to PFH. The report will state whether the applicant is eligible for a DFG. A DFG is subject to a means test, so applicants who do not meet the Local Authority criteria for support may need to consider alternative ways of providing the adaptation. PFH will under certain circumstances contribute towards the works.



#### 4) Occupational Therapist (OT)

A resident should in the first instance contact the Social Services Occupational Therapy team to ask that an assessment be carried out in the residents' own home. If the Social Services OT is unable to carry out the assessment in a reasonable timescale, the resident can contact PFH which will arrange for an independent OT to make the assessment. The cost of this in most cases will be met by PFH.

The OT will provide a report to PFH which outlines the needs of the residents, and whether the OT is able to recommend them for a DFG. If the applicant does not meet the criteria for a DFG, they will be advised of this by the OT. If the criteria for the DFG is met, the OT's report, along with other forms, are submitted to the DFG department at the appropriate Local Authority.

#### 5) DFG Applications – What Happens Next?

If your application for grant is submitted by PFH, the HCC will contact you directly with estimated timescales. They will also undertake a means test with you. If you fail to meet the requirements of this means test, you will not qualify for part or full DFG funding. If your application is successful, you will be given an indication of how long it will take for a surveyor to come and assess what work is required. The surveyor will liaise with PFH who will arrange for the work to be undertaken by one of our approved contractors. It should be noted that the whole process can be very time-consuming. Residents may therefore wish to pursue other options for the provision of the adaptations they need.

#### 6) What are my options if my DFG application is refused (in full or part)?

PFH may be able to assist. PFH will apply its own criteria for assessing whether the work can be totally or partially funded by the association. Anyone with more than £10,000 in savings and more than £100 in disposable income, as evidenced by the local authority means test, would NOT be eligible for PFH assistance. This means that the applicant may need to fund the work themselves.

#### 7) What adaptations CANNOT be undertaken through a DFG or via PFH?

The DFG section and PFH do not provide funding for electric scooter/wheelchair stores to individual properties, nor the widening of doorways, extensions or conservatories.

The table below gives further information on the types of adaptations requested, who may provide them and what supporting documents may be needed.

# Table of adaptations/provider

<b>Adaptation</b>	<b>Minor/ Major/ Other</b>	<b>Provided By</b>	<b>Supporting Documents needed</b>
Ramp	Minor	Pickering and Ferens	OT
Grab Rail	Minor	Pickering and Ferens	–
Perching Stool	Other	Social Services	–
Walking Stick	Other	Social Services	–
Bed Stick	Other	Social Services	–
Raised Toilet Seat	Other	Social Services	–
Toilet Frame/Seat	Other	Social Services	–
Bath Board/Seat	Other	Social Services	–
Hoist/Tracking	Other	Social Services	–
Over bath Shower	Major	Pickering and Ferens / DFG	OT
Level Access Shower	Major	Pickering and Ferens / DFG	OT
Electric Fire	Minor	Pickering and Ferens	–
Permanent Window Ventilation	Minor	Pickering and Ferens	GP
Dropped Kerb/ Hard standing	Major	Pickering and Ferens / DFG	OT
Additional Heating	Minor	Pickering and Ferens	GP
Alterations to Kitchen	Minor/Major	Pickering and Ferens / DFG	OT
Removal of Thresholds	Minor	Pickering and Ferens	–
Aids for Deafness	Minor	Pickering and Ferens/ Sensory team	–
Aids for Visually Impaired	Minor	Pickering and Ferens Homes/Hull City Council	–

Please note that this list is not exhaustive and other types of adaptations may be requested.



# Requesting & Adaptation

You may request an adaptation by telephoning, emailing, faxing, writing or face to face.

Pickering and Ferens Homes, Silvester House,  
The Maltings, Silvester Street, HULL, HU1 3HA.  
Tel: (01482) 223783  
Fax: (01482) 223805  
Email: [info@pfh.org.uk](mailto:info@pfh.org.uk)  
Website: [www.pfh.org.uk](http://www.pfh.org.uk)

## Internal Transfer Requests

Pickering and Ferens Homes will consider transfer requests from residents who need multiple adaptations i.e. from mobility standard property to a wheelchair unit as a priority request. This of course is subject to a suitable property being available.

## New Build Properties

Pickering and Ferens Homes will endeavour to liaise with incoming residents of new build properties to ensure that their needs are met prior to occupation. This means that major adaptations may not be considered unless there are significant changes to the resident's circumstances since moving in.

## Communication

Pickering and Ferens Homes will keep applicants informed of the progress of their requests at each key stage and in an easy to understand format that is suitable for the applicant, i.e. large print, etc.

## Scooter and Wheelchair Stores and other miscellaneous requests

Pickering and Ferens Homes and the DFG section do not provide funding for scooter or wheelchair stores to individual properties. Other adaptation requests may also be refused if it is deemed that the property is not suitable for the type of request, or the costs associated with the work is too great. We also monitor the balance between adapted and non-adapted properties within the stock, as it is important that our properties offer a wide range of facilities and adaptations for the different needs of our residents.



# Safeguarding Adults and Protection from Abuse

Pickering and Ferens Homes' takes its responsibility to promote the safety and well-being of our residents seriously, and also identify any vulnerable residents. All adults can be potential victims of crime or abuse. Many have the potential to be vulnerable. With this in mind Pickering and Ferens have a Safeguarding policy in place to ensure that all issues relating to the safety, well-being and potential abuse or vulnerabilities of our residents are identified and dealt with according to their individual needs and in conjunction with the policy, the Care Act 2014 and guidance from the Safeguarding Adults Board.

It is important that Pickering and Ferens Homes' staff are trained to recognise and act upon reports of abuse or vulnerability. It is also necessary for residents to understand what constitutes abuse and vulnerability so they can recognise it and know what to do if it arises both for themselves and those around them.

## Who is at Risk of Abuse or Crime?

All adults can be potential victims of crime or abuse, but not all adults are vulnerable.

## What is Vulnerability?

A vulnerable adult can be any person aged 18 years and over who is or may be in need of community care services because of mental or other disability, age or illness; and who may be unable to take care of themselves, or unable to protect themselves against harm or exploitation

## What Is Abuse?

Abuse may be carried out deliberately or unknowingly and may be a single act or repeated acts. People who behave abusively come from all backgrounds and walks of life. They may doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

## In What Circumstances Can Abuse Occur?

Abuse can take place anywhere or anytime. It may happen when a vulnerable adult lives alone or with a relative, or when in nursing, residential or day care, in hospitals, custodial situations, support services into people's own homes, and other places previously assumed safe, or in public places.

## Our assurances to you

It is important that residents know that Pickering and Ferens Homes will undertake appropriate screening of potential staff and volunteers before working with vulnerable adults. These will include:

- All paid staff and volunteers with access to vulnerable adults or with access to sensitive information will be required to undertake a DBS check (an enhanced DBS check may be required from some posts)
- Staff and volunteers working with vulnerable adults will undertake Basic Awareness Safeguarding Adult Training
- All relevant staff will read and understand the Safeguarding Adult Policy and for this to be reviewed to ensure up-to-date knowledge
- Application forms for employment and for volunteer work to include details of previous employment, any convictions for criminal offences (including spent convictions), agreement for DBS checks, permission to contact two referees.
- The potential staff member/volunteer will be interviewed for their suitability for any vacant post
- Staff and volunteers will be subject to a probationary period (3 – 6 months) during which they will be supervised and overseen by a manager
- Staff and volunteers will have a period of induction where they will complete induction training understanding roles and responsibilities and awareness of the current policies.

Pickering and Ferens Homes also recognises that we have a duty to act on reports, or suspicions of abuse/neglect, including allegations made against paid members of staff or volunteers. This will be done in conjunction with and guidance from, the relevant Safeguarding Adult Team. We will:

- Ensure the safety and welfare of the person who has told us about the alleged abuse
- Report the alleged abuse to the Police or Social Services Care Management Team (within 24 hours) or emergency duty team
- Send alert form to the relevant Safeguarding Adult Team
- Consider a referral to Protection Of Vulnerable Adults list
- Complete accident record if appropriate
- Liaise with family/other agencies etc, as appropriate
- Consider issues of consent

Relevant staff have been trained to recognise issues around vulnerability and abuse and it is therefore recognised that it is important to act swiftly and avoid delays in making a referral.



## Consent and Capacity

Pickering and Ferens Homes understand the importance of gaining consent within its vulnerable adult policies and procedures. The types of consent within vulnerable adult's procedures may include consent to an investigation and to information being shared. If a disclosure of alleged abuse is received, Pickering and Ferens Homes will ensure that consent is gained to refer or report the incident. If an individual agrees to share information about them to others, they have given consent. However, if individuals do not consent, then on occasions this has to be accepted. Equally, Pickering and Ferens Homes agree that there will be occasions where decisions not to consent can be overridden. It may be that sometimes an individual is not able to give informed consent because they lack capacity.

## What is a Disclosure and Barring Service check?

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

## What do you need to do?

If you become aware of any Safeguarding issues, whether the issue concerns yourself, a family member or friend/neighbour, please

contact Pickering and Ferens Homes for further advice and support. Pickering and Ferens Homes will liaise with, and obtain guidance from the Safeguarding Adults Teams, which provide information and advice to the general public and health and social care professionals about abuse of vulnerable adults.

If you would like to see our full policy on Safeguarding, please contact us on (01482) 223783.

# Domestic Abuse

PFH is proud to support the Chartered Institute of Housing's Make A Stand Pledge. The Make a Stand pledge has been developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. It was created to encourage housing organisations to make a commitment to support people experiencing domestic abuse. You can read more about this at [www.cih.org](http://www.cih.org). Domestic violence is a serious, unacceptable criminal behaviour. It can have a devastating effect on its victims. Pickering and Ferens Homes (PFH) staff may come into contact with residents who are victims of domestic violence. PFH staff are ideally positioned to offer advice, support and assistance with housing options to help deal with the situation.

PFH takes all reports of domestic violence seriously. It is important that staff are adequately trained to recognise the signs, deal with reports of domestic violence and ensure that residents know what we can do to help.

We aim to do this by:

- training appropriate staff adequately to recognise the signs and provide effective support and guidance
- investigating and, when appropriate, taking action against alleged perpetrators

- providing effective support for all victims
- assisting victims of domestic violence with their housing requirements wherever possible
- working in partnership with key specialist agencies in order to provide the most appropriate support to victims.

**If we receive a report of domestic violence, we will:**

- either see the victim immediately if they have called to the office or aim to interview the victim within one working day of receiving the disclosure, or at a time convenient to them. Where requested by the victim, interviews will be carried out over the phone.
- agree a course of action with the victim
- not ask victims to provide proof of evidence, and we will not make enquiries without the victims consent
- not contact the perpetrator or their family, or expect victims to remain in their home if it is not safe to do so
- not disclose any information without prior consent, unless obliged to by a Court Order
- provide advice and support to anyone experiencing domestic violence regardless of their age, gender, race or sexuality
- act quickly and offer an initial interview to assess housing and support needs
- investigate all enquiries with confidentiality, and treat all matters with courtesy and sensitivity
- work with social workers, the police or any other agency a victim may be involved with



- provide practical support to victims who wish to remain in the home for example additional safety and security improvements like door locks, window locks and spy holes to help protect victims from further violence or abuse
- work with the police to risk assess the need for additional safety and security measures e.g safe room, panic alarm or CCTV.

### Action against Perpetrators

We can take action against a PFH Licensee if they are in breach of the terms of their Licence. We also have policies on Harassment, Anti-Social Behaviour and Hate Crime that allow us to take action against Licensees who behave in a violent or intimidating manner. There are also support services available to perpetrators (please see 'useful contacts').

### Staff Training

We will train staff to keep their knowledge up to date. We will also work with other agencies, and take part in multi-agency forums, to combat domestic violence and to develop programmes which take action against the perpetrators of domestic violence.

### Useful contacts

Some of the organisations in the red box are national helplines, which have long operating hours, or even be available 24 hours a day. Details of local organisations are also listed.

Hull DAP - 01482 318759

Assistance and advice for women and men

Preston Road Women's Centre -

01482 790390

Advice and support services

Women's Aid - 01482 446099

Advice and support services

Strength to Change - 01482 613403

Support and services for male perpetrators

Shelter - 0808 800 4444

Emergency accommodation

Women's Aid - 08457 023 468

National 24-hour Domestic Violence helpline

Refuge - 08705 995 443

24-hour national crisis line

NSPCC - 0808 800 5000

National Child Protection Helpline

Victim Support - 0845 30 30 90

National helpline

Samaritans - 08457 90 90 90

National helpline





# Good Neighbour Guide

Welcome to your new home. Pickering and Ferens Homes hopes you enjoy living in your home and that you will be a "good neighbour" to other residents. Why not introduce yourself to your neighbours and get off to a good start? They know that you have signed this charter; they will have done the same.

A common cause for residents contacting us is to complain about their neighbours. We have therefore put together this "Good Neighbour Guide", a number of simple points that you should abide by to ensure that both you and your neighbours live in harmony.

## Noise

Your home will never be totally soundproof. This means that there will be times your neighbours can hear you and you can hear them. However, all residents should act in a considerate and reasonable way and think about their actions and the effect this has on others. They will be expecting the same consideration from you, their new neighbour.

Please limit the volume level on your TV or stereo, particularly late in the evening. Operate your washing machine, dryer, vacuum cleaner etc at sociable hours.

If you have a dog, control its' barking as continuous barking can be very stressful to those who hear it.

It is worth remembering that raised voices including shouting and screaming carry very easily and your neighbour could hear every detail. Please keep your voice down for the sake of others.

## Bird Feeding

Many residents like to feed the birds and watch them from their property. However, excessive feeding can also cause other residents a lot of distress by attracting foxes, pigeons and even rats. If you want to feed the birds please do so from a table or a hanging feeder (i.e. off the ground).

Please also make sure that only suitable food is left out for the birds. General food waste is not appropriate to be left out for birds and will attract vermin.

## Communal Areas

If you share a garden or stairway with your neighbour you are jointly responsible for keeping it clean and tidy. In particular, rubbish bins can smell and can cause distress to neighbours. Why not agree how to share this responsibility straight away?

# Memory loss and dementia

Did you know that PFH can support residents with memory loss or dementia?



With the help of Butterflies, we have developed an assessment tool which highlights changes that can be made to a residents home and surroundings which may help them cope better. The toolkit is designed to be undertaken with a family member present, and will help identify small or large changes which could be made by the resident, family, or PFH and which takes into account the typical symptoms of dementia/memory loss at various stages. If you would like to know more, please contact PFH on 01482 223783



## Visitors

You are responsible for the behaviour of anyone who visits your home. Other residents are often disturbed by late night visitors.

If you have an active social life, please consider your neighbours and encourage your visitors to do so too. Please keep track of where your grandchildren are – if you cannot see them they may be causing a nuisance to your neighbours.

To be a good neighbour, please ensure that your grandchildren play in your garden if you have one. Other residents may find it tiresome to be continually disturbed by other peoples' grandchildren.

## Pets

Be a responsible pet owner. Many disputes arise because pets are allowed to roam around unsupervised. Pets fouling gardens and pathways are a health hazard and it may be that your own grandchildren are put at risk.

So please ensure that your pets are supervised and clean up after them. Some dogs can also be prone to attacking people or other animals.

Please always ensure that your dog is kept on a leash when walking it, that it is never left unsupervised and any foul is cleared up and disposed of appropriately.

## Cars and Car Parking

Park your car thoughtfully. Do not block your neighbour's access. You may park in any space available as PFH to not designate spaces to individual properties. Be considerate when starting up the engine and returning late at night or early in the morning. Keep your revs down and try to be quiet when shutting doors and entering your home.

Most residents do not want a view of a commercial vehicle from their lounge. If anyone in your family drives a truck, please do not park it in the parking bays for prolonged periods.

## Private Gardens

Your neighbours hope that you will take pride in your home and maintain your garden. Weed infested gardens make it difficult for them to keep their own gardens weed free.

We hope you have a long, happy and peaceful residency!



# 9. Resident Involvement



## An Introduction

Pickering and Ferens Homes is committed to providing excellent quality homes and services which enhance later life and ensuring that we meet your needs and develop in line with your expectations.

By working with our residents and involving you in every aspect of what we do, you are able to influence decisions and take part in what is happening.

There are lots of ways to get involved with the associations various meetings, panels and committees. Some options take up very little time, while others take more time and commitment. Our goal is for everyone to be able to choose an option that works for them.

This booklet aims to demonstrate exactly what we have to offer and how much of your time and commitment it will involve.

### Why get involved?

Play an active role in improving our services for all residents

Influence decisions that affect your housing services

Make your area a better place to live

Give us your views on the services you receive

Be part of an interest, improvement or review group

Gain useful skills

Take part in training sessions, one-to-one mentoring, volunteering

Meet new people

Increase your knowledge of housing services provided

Attend our annual social events for rewarding our involved customers

### Will it cost me anything?

To make sure that our involvement opportunities are accessible to all and do not cost you more than energy and enthusiasm, we will pay any reasonable expenses such as travel costs etc. For any queries please contact the Resident Involvement team (01482) 223 783.

### How much time will it take?

Different levels of involvement will take different amounts of time, depending on what you want to do. Involvement can range from a five-minute telephone call to a full day session. It can be a 'one-off', or you could get involved on a regular basis. To help you choose the best option for your time allowance, we have given each activity a key.



The more clocks on an activity, the more time it will take. For example, one clock means you are giving up just an hour at a one off session. Five clocks will mean you are getting involved in regular activities on a regular basis.



# Corporate Services (Co-produce regulation – High Level Commitment)

## Resident Trustee

The Board of Trustees governs PFH and is made up of 12 Trustees including 2 resident Trustees. The Board has overall responsibility for such things as :-

- Setting strategy policy and direction
- Ensuring that PFH is self-sufficient and effective organisation
- Establishing plans of action
- Managing risk;
- Monitoring performance;
- Regulatory compliance.

Its main role is to ensure that PFH is managed properly and achieves its mission to provide high quality housing, services and support for people in need. We currently have 2 resident members on the Board.

## Who can get involved ?

Any resident can apply. You will have to go through an interview process and if there are more applicants than vacancies a resident postal vote will be undertaken. Vacancies are advertised on PFH website and via People First magazine.

## Time Commitment

There are 5 meetings per year plus 2 away days. Resident Trustees will also need to read papers and take part in training.





## Resident Committee

The Resident Committee is the main residents group which works closely with PFH to develop our corporate resident involvement and communication strategies. It will also propose policy changes made by the Customer Action Panels and recommend service improvements to PFH. It is an opportunity for residents and staff to work in partnership together on developing the resident involvement offer, influencing improvements to policy that affect residents and monitoring performance against standards as part of co-regulation. The Resident Committee champions resident led initiatives and ensures residents views are made clear.

### Who can get involved?

The membership of the group is made up of residents who represent:

- Resident Associations / working groups that are recognised by PFH
- Geographical areas (residents living in areas that are not represented by a Resident Association or working group)
- A representative from each of the Customer Action Panels

### Time Commitment

Minimum of 4 meetings per year with papers to read beforehand.



## Resident Led Scrutiny Panel

The role of the panel is to scrutinise the performance and services being provided by PFH from the perspective of those receiving the service. The role involves looking very closely at our services and then questioning, listening and analysing the information about the services before producing a report of the groups findings. As a result of the Panels investigation a report and improvement plan (if necessary) is presented to the Board of Trustees and made available to residents.

### Who can get involved?

Up to 12 residents can sit on the Panel and recruitment is through an open selection process. Please note however that to avoid any conflict of interest members of the Board of Trustees and Customer Action Panels are not allowed to sit on the Resident Led Scrutiny Panel.

### Time Commitment

Meetings usually last for two or three hours and the frequency of the meetings increase during a scrutiny investigation. There will also be additional time commitments for carrying work relating to the scrutiny investigation such as work shadowing, surveying, talking to residents, interviewing. The requirements will depend on the nature of the work involved for each investigation.



# **Service Development (Involvement - issue based) - (Medium Level Commitment)**

## **Customer Action Panels ( New)**

Customer Advisory Panels are split into four areas which are:

- **Residency Action Panel**

This panel will look at issues that are related to living in your home. This covers areas such as neighbourhoods, anti-social behaviour, allocations, income, Weekly Maintenance Contribution (WMC) (Rent) and service charges. The group will review and influence policy changes in these areas and monitor key performance and targets.

- **Property / Technical Services Action Panel**

This panel will look at maintenance and design issues as well as monitoring the Property Services sections work. This will include day to day repairs, refurbishments and the design and build of new homes. This panel will also help to set and monitor the Property Services budget. The group will review and influence policy changes in this area and monitor key performance and targets.

- **Service Plus Action Panel**

This group will look at the issues related to living in our Service Plus accommodation. The group will help to review and influence service decisions to help improve the quality of life of the residents living in these schemes. The group will review and influence policy changes in this area and monitor key performance and targets

## **Community Navigator (Community Based) – medium level commitment.**

### **Community Area Navigator (CAN)**

The CAN will undertake monthly site inspections in their own locality, and others if appropriate. This is to identify any issues relating to the external communal areas and will include feeding back on the work of contractors, reporting communal repairs, identifying scheme improvements and making suggestions for improvement. CAN's will report issues to PFH and provide feedback on a monthly basis at meetings.

### **Community Social Navigator (CSN)**

The CSN will see residents (particularly new residents) on an individual basis if they request it. They will share information on what is going on in PFH, may establish interests, help them make the first step to becoming involved in the social activities in their area, signpost to support them if they want to do more, and offer a short-term buddy service and introduce them to the PFH community. CSN's will usually receive referrals from PFH and will attend monthly meetings to feedback and report on outcomes.

## • Disability / Diversity Action Panel

This group will help promote equality and diversity by encouraging residents with a disability to help PFH review its services, policies and procedures. The group will help to ensure that issues are raised, standards are met and PFH promotes a positive image of disability.

### Who can get involved?

The number of residents who can sit on each of the panels is agreed with each panel. With the exception of the disability panel residents should apply to be on one Customer Action Panel this is to encourage diverse groups of residents voices to be heard. Residents who are on the Disability/Diversity Action Panel can also be on one other group.

Residents are invited to tell us which areas of our service they are interested in. E.g. repairs service. This helps us to target our consultation with customers who have a special interest in the specific area.

Please note that to avoid any conflict members of the Resident Led Scrutiny Panel are not allowed to sit on any of the Customer Advisory Panels.

### Time Commitment

Minimum of 2 meetings per year, there may also be some ad hoc meetings when required. Involves some reading before the meetings. You will also be expected to listen, discuss, challenge and feedback on the various issues.





## Neighbourhood Panels

These panels are for individuals who have practical ideas about how your neighbourhood / local community could be improved and projects that could benefit everyone in the neighbourhood or wider area.

### Who can get involved?

If you have these ideas then we want to work with you. You might have ideas that, with a bit of support from others could improve the environment or help more vulnerable community members, improve communication or community spirit or even get rid of a problem that has been affecting you or lots of your neighbours.

We can help you by :

- Providing information and advice
- Help develop your ideas and make a plan
- Involve other neighbours
- Help to find the funds that might be needed

If you have great ideas, share them with us and we'll try and help you to make them into a reality.

### Time Commitment

Meetings schedules are to be agreed but will usually take place every 8 weeks and last for 1 - 2 hours. The meetings are interactive, with lively discussion taking place



## News and Views Panel

The News and Views Panel develop and decide upon the articles for inclusion within each edition of the People First magazine. The panel also works with staff to look at customer information reviews to make sure that the information provided in our publications is both friendly and easy to read. The group also works with staff to develop the programme for the annual Resident Show. The show includes a variety of displays and information, consultations and feedback and workshops to address specific issues.

### Who can get involved?

Any resident can join the group

### Time Commitment

Meetings are held every 6 weeks, they usually take place on a Wednesday at various PFH schemes and last for approximately 1 - 2 hours. The meetings are very interactive, with lively discussions taking place.



## Resident Inspectors

Resident Inspectors will be those people who volunteer to check out our services in different ways. The inspectors may look at the areas that they are living in and let us know how we are doing inspecting services such as cleaning and gardening services and communal repairs. Inspectors may act as mystery shoppers, inspect some of our void properties making sure that we do what we say we are going to do.

### Who can get involved?

Any resident can become an Inspector



### Time Commitment

Meetings will be held every 6 – 8 weeks, however Inspectors will be asked to review the services on their schemes on a continuous basis. May involve some training

## Green Champions (New)

These are residents who volunteer to advise on 'green' issues relating to Pickering and Ferens Homes properties, and encourage the wider resident population to become more environmentally friendly through small behavioral and lifestyle changes. As a group the champions may cover a range of environmental themes and may undertake such things as energy audits, test energy-saving options and report their experiences to Pickering and Ferens Homes

### Who can get involved?

Any resident can become a Green Champion



### Time Commitment

Meetings schedules are to be agreed but will usually take place every 8 weeks and last for 1 - 2 hours. The meetings are interactive, with lively discussion taking place. Will involve some training.



## Virtual Panels

Residents are able to get involved on the consultation and feedback from their own home via the virtual forms. Residents are able to have their say without having to travel for miles and without having to commit a lot of time. The panel members will be consulted via e-mail and sometimes telephone.

### Who can get involved?

Any resident can become a member of the virtual panel

### Time Commitment

Information will be sent out to residents on an ad hoc basis, it will involve some reading of documents and feedback to PFH.



There are further opportunities for you to get involved with us such as completing surveys and questionnaires, being part of a Residents Association or Working Group, getting involved in the social / leisure activities that we put on. Commenting, providing feedback and following us through our social media activities on Facebook and Twitter. If you don't see anything that you want to get involved in but you have ideas on opportunities that you would like to see put in place then please contact us and let us know your ideas.



# "One hour of your time can change a lifetime"

Are you looking for something to do in your spare time and do you enjoy meeting new people?

Have you ever thought about sharing your skills, learning new skills, being involved in new opportunities or just getting involved in social activities?

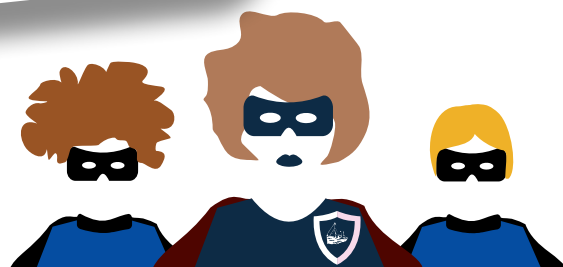
If so, **VOLUNTEERING** is for you.

There's an incentive scheme, too!

Please contact Claire Champlin on **01482 223783** if you would like to find out more information about the volunteering opportunities available at Pickering and Ferens Homes.



The Power of  
**VOLUNTEERING**



# 10. Customer Feedback

# Complaints, Compliments and Suggestions

PFH aims to deliver first class homes and services to all our customers, however we recognise that sometimes things go wrong. Your customer feedback is an important opportunity for us to put things right, learn from mistakes and improve services, so if you think something isn't right please let us know. We also love hearing about where we are doing well, and your suggestions.

## Who can make a complaint?

We can accept complaints from current or former residents, applicants or anyone else affected by the operations of PFH

If you have a complaint this can be made on your behalf by A carer, councillor, MP, member of CAB, a solicitor or any other individual with power of attorney

## How can I make a complaint?

We accept all types of customer feedback in the following ways;



In person	Through any member of staff who works for PFH
Telephone	By calling 01482 223783
Letter	Pickering and Ferens Homes, Silvester House, The Maltings, Silvester Street, Hull, HU1 3HA
Email	info@pfh.org.uk
Online	By completing the template on the Contact Us page at <a href="http://www.pfh.org.uk/contact-us/">www.pfh.org.uk/contact-us/</a>
Social Media	Facebook - <a href="http://www.facebook.com/Pickering.Ferens">www.facebook.com/Pickering.Ferens</a> Twitter - <a href="http://twitter.com/pfh_hull">twitter.com/pfh_hull</a>



### **What if I need help with making a complaint?**

If you need any support or assistance with making a complaint, compliment or suggestion please do not hesitate to contact us on 01482 223783 and we will do everything we can to help.

### **I've made a complaint, what happens next?**

Once we have received your complaint we will ensure this is passed to the relevant manager to investigate and you will receive an acknowledgement within 5 working days of us receiving this.

A Stage 1 complaints investigation will be undertaken and we will respond to you within 10 working days of receiving the complaint. It is likely we may need to speak to you for further information and welcome discussions with you regarding your feedback. If we need more time to investigate this will be explained to you along with the reason why and we will confirm this in writing.

If you are still dissatisfied after the Stage 1 outcome, you will need to let us know within

14 days and what your expectations are, this will then be escalated to a Director at Stage 2 of the procedure who will review the complaint and original investigation. You will receive a response to this within 20 working days of us receiving your wish to escalate the matter. This response will be the final stage of our complaints process.

If you are still dissatisfied with the Stage 2 outcome you can take this further with the Housing Ombudsman Service via a designated person such as an MP, or councillor within 8 weeks, or directly by yourself after 8 weeks.

A full copy of our Complaints, Compliments and Suggestions policy is available upon request.

### **Complaints Feedback**

Once your complaint is complete we will contact you a few weeks later to ask if you were satisfied with how it was handled. It is really important to us at PFH that we understand how well we handle complaints so we can continue to improve services for residents.



# Living harmoniously with your neighbours.

We would ask that all residents:

- Understand that people have the right to live the lifestyle of their choice
- Be polite and courteous to neighbours and their visitors at all times
- Be mindful not to play our TV's or music too loudly, especially late at night
- Do not park inconsiderately. Whilst parking bays are not allocated, there may be neighbours with mobility who may be affected by inconsiderate parking
- Understand that some actions or behaviours may adversely affect others or result in them being discriminated against
- Ensure communal facilities and areas (including gates) can be readily accessed and used by all those who are entitled to
- Ensure that communal areas are kept clean and tidy for all residents in the area to enjoy
- Ask their visitors to take note of all of the above.

We all want to live happily and harmoniously. Wherever we live, we all have to be mindful of those living around us and how our behaviour may sometimes adversely affect others. Conversely, we all have a duty to be inclusive and exercise understanding and tolerance of other people's lifestyles. Inevitably, issues with neighbours may arise from time to time, but we all need to make sensible judgements as to whether an issue can or should be tackled.

There can be several reasons a resident may experience problems which prevent them from enjoying their home. Often, a resident may simply not like their neighbour or approve of their lifestyle. Other times, a neighbour may be behaving in an anti-social way. It is important to understand what constitutes anti-social behaviour and what does not; we suggest residents read the comprehensive Complaints and Anti-Social Behaviour policies on our website (also available on request).

We would always strongly recommend that the resident makes attempts to rectify the matter themselves in the appropriate circumstances, before asking PFH to intervene. This is because the involvement of PFH may create further tensions with the person. If they know you have contacted PFH before addressing the matter with them in the first instance, they may feel annoyed that they had not been given the opportunity to respond before it was escalated to PFH.

There will always be times when PFH should be contacted in the first instance, especially if you feel you are at risk of further problems or are concerned for your safety.



## Dealing with low-level Anti-Social Behaviour or Neighbour Disputes

If you are experiencing low-level issues with a neighbour, we recommend that you:

- Approach the person in question and calmly and politely set out your concerns
- Explain how the behaviour is affecting you
- Do not raise your voice and make sure your behaviour does not come across as intimidatory
- Set out what you would like to see happen; what behaviour do you want to change?

If you are approached by someone with a concern, we ask that you:

- Listen carefully to what is being said
- Do not interrupt
- Take time to consider how your behaviour has affected the person
- When responding, do not be defensive, let it be known that you have heard and understood what has been said
- Set out your perception of the issue calmly and politely
- Ask how the person would like things to change
- Agree between you how things should change going forward.

PFH will of course intervene if we are satisfied that you have taken steps to deal with the matter yourself in the first instance. PFH will support all residents in the appropriate ways if they experience any problems which have not reached a conclusion using the above approach. You can find out more about how to identify and report a case of anti-social behaviour on the next page.

## Code of Respect

### R

Refuse to receive or repeat rumours

### E

Extend only positive gestures and kind words

### S

Set a good example and speak up if you see something wrong

### P

Participate and encourage everyone to get involved

### E

Eliminate behaviour or language which is offensive

### C

Create a welcoming community for all to enjoy regardless of race, belief, disability, gender, age or sexual orientation

### T

Take time to understand the needs of others

# Reporting and Dealing with Anti-Social Behaviour

At Pickering and Ferens Homes (PFH), we appreciate that we have a key role in creating safe and sustainable communities and we will do all that we can to prevent Anti-Social Behaviour (ASB). We can only achieve this by working with affected residents, perpetrators and also in partnership with other relevant organisations and agencies and also our residents and the local communities that we work in.

PFH residents are in the best position to make us aware of any problems in the area where they live, and to also let us know how it is affecting them. We will work with residents and their families to tackle ASB, harassment, nuisance and crime and we are keen to receive suggestions as to how improvements could be made to the services they receive.

## What is Anti-Social Behaviour?

The term Anti-Social Behaviour can mean different things to different people and the crime and disorder act 1998 set the definition as:

‘Acting in a manner that is unreasonable, persistent, disturbing or harassing to one or more persons not of the same household as themselves’.

Part 1 of the Anti-Social Behaviour, Crime and Policing Act 2014, has expanded on this and defines ASB in the following way:

- Conduct that caused, or is likely to cause, harassment, alarm or distress to any person,
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

ASB therefore includes a wide range of unacceptable activity that can negatively impact the lives of many people, often on a daily basis. It can leave those affected feeling helpless, desperate and with a seriously reduced quality of life, examples of ASB are as follows:

- harassment on the grounds of age, gender, gender reassignment, religion or belief, race, colour, size, appearance, disability, sexual orientation, ability, cultural background, domestic circumstances, illness or lifestyle
- violence or threats of violence to any person (including domestic violence or abuse)
- abuse or insulting words or behaviour (to staff, contractors, residents or any other member of the community)
- offensive drunkenness or drug use
- damage or threat of damage to property belonging to another person including damage to any part of a person's home
- writing graffiti and in particular graffiti which is abusive, threatening or insulting
- making unnecessary or excessive noise
- using or allowing the premises to be used for illegal or immoral activity, such as prostitution, handling drugs and handling or storing stolen goods
- any nuisance or annoyance caused by pets or other animals including barking (dogs) and fouling
- fly tipping
- inconsiderate parking that may cause an obstruction
- breach of Local Authority Byelaws such as dog fouling
- facebook/ social media or text abuse

## What ISN'T Anti-Social Behaviour?

There are many variations of what the term 'Anti-Social Behaviour' can be and PFH is committed to tackling all types of ASB. However we do not classify as ASB everything that is reported to us. We expect our residents to respect other people's right to their chosen lifestyle and everyday reasonable level of disturbance examples of this are:

- people mowing the lawn
- people using their vacuums at a reasonable time of the day
- people using DIY equipment at a reasonable time of the day
- people using washing machines
- cooking smells
- noise of a child(ren) playing in or near their home
- snoring

The list above are examples of everyday living noise or minor differences in lifestyle rather than ASB. They will not be investigated under the ASB policy. The above list is not exhaustive.

Although people should expect to hear a certain amount of noise from their neighbours, they are not expected to have to endure unreasonable and persistent levels of noise nuisance. Some of the examples listed above could become a noise nuisance if they occur regularly late at night or very early in the morning. Cases of noise nuisance may be investigated by PFH and the Local Authority Environmental Health Team to ascertain whether it is a statutory nuisance.

## Our Responsibilities

PFH are responsible for making sure that we:

- meet the standards expected by our customers,
- ensure a peaceful, quiet and clean environment for people to live in,
- allow those residents who comply with their Licence to live peacefully and free from interference,
- being cost effective, ensuring a value for money approach is embedded in the service.

We aim to do this by:

- taking steps to prevent incidents and reoccurrence of ASB in the neighbourhoods and communities that we operate in,
- tackle ASB through prevention, early intervention, support and swift enforcement,
- provide a customer-centred approach in dealing with cases of ASB and ensure that appropriate support is provided to witnesses, victims and their households at all stages of the case,
- take firm action against any person found responsible for ASB,
- remove abusive, threatening, insulting, racist, sexist or homophobic graffiti within 24 hours of an incident being reported,
- work with vulnerable residents both victims and (where appropriate and possible) perpetrators and partner agencies to help provide appropriate support,

- promote and encourage community responsibility, involvement and a strong sense of community spirit,
- take appropriate action against perpetrators of ASB as well as assisting them to modify their behaviour – working with partner agencies so that where possible we ensure that they have access to the relevant support,
- use legislation and other tools to assist us in developing an effective approach in the prevention and management of ASB sharing information with local partners to ensure the full range of criminal and civil remedies can be pursued.

## Resident Responsibilities

We expect all residents, their families and any other person(s) living with them or visitors to their home not to cause a nuisance, disturbance or be involved in any ASB activities,

Residents must abide by their Licence and any breaches will be dealt with in line with the available legal remedies, including serving a Notice To Quit (NTQ) leading to possession proceedings where appropriate.

### We expect our residents to also:

- report all incidences of bad behaviour including ASB, harassment, domestic abuse to PFH as soon as possible
- immediately report crimes, threats, racial abuse, acts of violence to the police
- respect other resident's rights to their chosen lifestyle and everyday reasonable level of disturbance. Examples of this may be mowing the lawn or using the washing machine.

To help resolve the dispute/issue we will ask you to work with us and we may ask you to do this in various ways such as:

- keep diary sheets of the problems you are experiencing
- contact Environmental Health directly if your neighbours are causing you a noise nuisance
- take part in independent mediation
- provide witness statements or act as a witness should this be necessary - we recognise that if people are prepared to be witnesses that we will support them through the process i.e. before, during

consideration to the safety and wellbeing of the witness or victim will be considered first prior to any action being taken by PFH

- attend court if necessary

If following an investigation regarding ASB we determine that the complainant has made false or misleading reports/statements to cause distress or waste staff time then PFH will take appropriate and proportionate action against them.



## Resolving ASB

Every complaint of ASB will be assessed and if appropriate will be fully investigated. We will use various tools to resolve the problem; these will include prevention, early intervention and enforcement actions.

We will try to prevent incidents of ASB in the first instance because we understand that this is the key to avoiding the matter escalating and there are a number of ways that we have in place to achieve this, including:

- The Letter of Appointment (Licence) contains a clause which allows PFH to deal with unacceptable behaviour whether this is by the resident or anyone residing with them or their visitors
- As part of the sign up process we will fully explain to residents their rights and responsibilities with regard to behaviour as well as the organisation's responsibilities. We will advise new residents about the need to be respectful to neighbours when they move in including being aware of neighbours when living in close proximity to them. We will be clear about what behaviour is/is not acceptable when discussing this with new residents.
- We will use a variety of methods such as personal visits (this may include carrying out joint visits with other agencies such as the Police, Social Services, Health professional where applicable), and carrying out interviews
- Developing action plans with complainants and perpetrators (where possible). Issuing verbal/written warnings\* early informal interventions such as this can establish clear standards of behaviour and reinforce the message that ASB will not be tolerated.
- Using Acceptable Behaviour Contracts\* (ABC's) where applicable
- We will encourage the use of mediation\* (restorative practice) at an early stage to try to resolve the issues. However the mediation / restorative approach will only be offered where:
  - both parties agree to the process
  - there is no criminality involved
  - there is not an imbalance of power between the parties.
- We will work with partner agencies such as the Police, Anti-Social Behaviour team, Environmental Health, Social Services to try to resolve disputes/issues and to provide appropriate support to those affected by ASB.
- We will look to use design methods on new developments using initiatives such as "secure by design" and will consult with the Police on refurbishment and regeneration projects on existing housing schemes.
- Where specific vulnerabilities are identified we will look to provide a tailored approach to the victim and the perpetrator. We may also seek advice from other professionals such as the Police, Fire Safety experts, Health professionals
- Where appropriate and in accordance with regulations we will use CCTV through our current security partners
- Where applicable we will develop Good Neighbour and Respect Agreements to promote safer communities and prevent ASB.

## How to report Incidents of Anti-Social Behaviour

If, after reading the above information, you feel you have a genuine ASB issue to report, you can do so by contacting us using the following methods:

Telephone (01482) 223783

Fax (01482) 223805

By post or in person

Pickering and Ferens Homes

Silvester House

The Maltings

Silvester Street

HULL

HU1 3HA

Website: [www.pfh.org.uk](http://www.pfh.org.uk)

Your call/letter/email will be passed on to a Residents Services Area Coordinator, or a Scheme Manager, depending on where you live and the nature of your complaint. The AC or SM will discuss in full with you, and record the details of your complaint. They will agree with you an action plan about what action we will seek to take and what action you need to take. All details, including conversations and correspondence will be recorded on our systems. There may however be some instances where we may not be able to do this for example where the complaint is made via an anonymous report or where the person making the report does not want to be part of the process.

We will try to ensure that we collect evidence in the most appropriate and effective way by offering a range of methods such as diary sheets (in appropriate languages) or Dictaphones, CCTV or professional witnesses should this be the most appropriate method.

We will also provide access to translation/interpretation in appropriate languages if required. Documents will be produced in large print audio format or Braille where required,

Wherever possible we will always try to take action against the perpetrator of ASB rather than moving the person affected by it. However in extreme cases where there is significant risk of harm that cannot be addressed in any other way, PFH will consider

rehousing in line with our Urgent Management Transfer Policy (See Enforcement Action).

The remedies and options offered are to be considered on a case by case basis. Consideration will be given to the seriousness of the ASB, the victim's vulnerability, risk assessment, the circumstances of the perpetrator, previous action taken against the perpetrator and the legal framework.

### Who can make a complaint of ASB?

ASB Complaints can be made on behalf of the complainant by an advocate, this could include a relative, carer, Councillor, MP, a member of the CAB, a solicitor or any other individual with power of attorney. Responses will in the first instance be addressed back to the complainant unless they give written permission for responses to be sent elsewhere.

Councillors and MP's often raise issues on behalf of their constituents and many are requests for information or service rather than formal ASB complaints and as such will be dealt with by PFH as a request for information or service.

If a number of people make the same complaint (such as on a petition) this will be dealt with by PFH as one ASB complaint.

## Anonymous ASB Complaints

Anonymous ASB complaints cannot go through PFH's Anti-Social Behaviour procedures but PFH will still investigate the complaint as it would any other Stage 1 Informal Resolution complaint (see below).

What can a resident do if they are not satisfied with the response made by PFH?

If the complainant is not satisfied with the way that their ASB complaint has been dealt with by PFH, they may submit a formal complaint using the association's Complaints, Compliments and Suggestions policy (see policy for further guidance).

## Unreasonable or Vexatious Behaviour

PFH defines vexatious behaviour as a complainant who institutes a complaint without sufficient grounds and is knowingly or deliberately acting in such a way as to cause distress, providing false or misleading information, serving only to cause disruption or annoyance without proper or justified cause. Appropriate and proportionate action will be taken against the person.

PFH will also take action where we believe that a complainants' behaviour is unreasonable and they are pursuing the matter voraciously or unreasonably. Or if hostile, abusive or offensive language has been used against staff/ customers which has caused distress or the complainant has demonstrated an unreasonable fixation on an individual such as a member of staff.

## Data Protection and Information Sharing

As a registered provider we have a duty to share information with the relevant agencies as set out by the Crime and Disorder Act 1998. This will be done in accordance with the Data Protection Act 1998 and any information sharing protocols that are in place.

## What is Hate Crime?

The National Police Chiefs Council (NPCC) defines Hate Incidents as:-

'.. any incident which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate.'

When a hate incident becomes a criminal offence it is known as a hate crime. Not all hate incidents are a hate crime but it can feel like a crime to those who suffer them and can often escalate to crimes or tension in a community.

The Police and the Criminal Prosecution Service (CPS) have agreed the following definition for identifying and flagging hate crimes:

'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual or transgender identity or perceived transgender identity'.

Any criminal offence can be a hate crime if it was carried out because of hostility or prejudice based on disability, race, religion, transgender identity or sexual orientation.

These strands are covered by legislation in the Crime and Disorder Act 1998 and the Criminal Justice Act 2003 and allow prosecutors to apply for a tougher sentence for those convicted of hate crime.

Hate crimes can take many forms, including:-

- Physical attacks, offensive graffiti, damage to property and arson.
- Threats of attack, such as offensive letters, abusive phone calls or text messages, groups who hang around to intimidate and malicious complaints.
- Verbal abuse, such as insults, harassment, bullying, offensive leaflets and posters and abusive gestures.
- On-line abuse for example Facebook or Twitter

A person may also be a victim of hate crime based on a number of factors, for example a disabled person may be harassed for both their disability and their gender.

## The Effects of Hate Crime

The effect of hate crime on a victim can be significant, the victim may feel humiliated, embarrassed and angry, anxious and fearful and may result in ill-health or in some circumstances injury or death.

Incidents of hate crime can have widespread and long-term implications for the whole community.

A person suffering from hate crime may not always report it as such as it may be disguised or may be in the form of repeated requests for advice or help. For example a person who has had several incidents of broken windows might be suffering from hate crime due to their status, group, characteristic or affiliation.

## Dealing with Incidents of Hate Crime

We will make a distinction between reports of general anti-social behaviour and hate crime. Incidents believed to be motivated by hate or prejudice directed against any person or group of people will be dealt with as high priority for investigation purposes.

We will make sure that all necessary actions are taken in line with our policy and ensure full liaison with the victim, perpetrator and other agencies takes place and the appropriate support and guidance is sought.

PFH will ensure victims are well supported and ensure that they feel that they are believed and listened to. A person who reports a hate crime will always be treated sensitively, courteously and with respect. We will;

- Investigate thoroughly every case of hate crime reported where the alleged perpetrator and or victim is a resident of PFH.
- Provide help and support to victims (and witnesses) in all cases. Information will be treated confidentially and will not be disclosed to the perpetrators or others without the victim's consent.
- When an incident is reported we will aim to contact the person reporting it within one working day to take details of the incident.
- We will arrange to visit the person or for them to visit our office if this is preferred.

Where there is any offensive graffiti involved this will be removed within 24 hours of it being reported if it is on PFH land. Where the person lives in a PFH property any related emergency repairs required will also be completed within 24 hours.

- We will complete a support assessment and agree action plans with the victims that are tailored to their needs. For example where the safety and wellbeing of the victim is at risk, we will offer support in their current home (which may include adding extra security where needed) or through the provision of alternative accommodation where practicable/ available. This will depend on the wishes of the victim.
- We will offer support to any witnesses or family members including meeting / contacting them on an agreed basis until the matter is settled.
- Referrals will be made to other agencies as appropriate and with the victims consent for example victim support and the police.
- We will work with the police and other agencies involved reducing and resolving cases of hate crime.
- We will monitor cases of hate crime and maintain accurate records.
- PFH will seek feedback from the victim to monitor the effectiveness of and their satisfaction with the service provided.
- Where a person is not satisfied with the way their case has been handled then they may submit a formal complaint using the association Complaints, Compliments and Suggestions policy.



## Enforcement

We will use the necessary resources and equipment to gather evidence when dealing with hate crime.

We will not pre-judge alleged perpetrators prior to the investigation. Actual or potential perpetrators will be made aware of the consequences of their actions, including how it may affect their Letter of Appointment. In most cases we would expect hate crime reports to be dealt with at an early stage.

Where there is evidence of hate crime appropriate action will be taken. This will be taken in accordance with the nature and severity of the incident, using the options available at that time. Where the behaviour is very serious and / or the perpetrator has already received warnings and continues hate related behaviour PFH will make full use of the legal remedies available taking into account all of the circumstances of each case. Legal remedies would include sanctions such as, injunctions and enforcing the conditions of the Letter of Appointment which may lead to possession proceedings.

Residents who are responsible for deliberate damage to their home, a neighbour's property owned by PFH or the general environment as a result of hate related behaviour will be recharged the full cost of the damage. Where the person responsible for damaging PFH property is not a PFH resident, then where the Police have brought charges for criminal damage we will seek to recover costs via compensation.

## Support for Perpetrators

PFH will offer assistance to perpetrators of hate incidents where it is identified that they are vulnerable and in need of support. Referrals will be made with the perpetrators consent to relevant support agencies such as alcohol / drug treatment and mental health services.

# **11. Internal Transfers** & Mutual Exchanges

# Internal Transfers

An internal transfer is a move from a Pickering and Ferens Homes property to another property owned by the association. If you request a transfer, a form will be sent to you and an Area Coordinator will arrange to see you. This is so that we can make sure we understand your reasons for wanting a transfer and that you fit the criteria for a move. Often, there are other issues which influence a resident's desire to move. Many of these issues could be addressed without the need to move, for example providing adaptations etc. (please refer to the section on Aids and Adaptations for more information).

Generally, residents may request a transfer if they have a medical or 'housing' need; i.e. living in upper floor accommodation with no lift access, or their needs have changed and they now require sheltered (service plus) accommodation with Retirement Plus accommodation, i.e. support from a Scheme Manager. Residents who are already deemed to be adequately housed are unlikely to be rehoused under the transfer policy, unless there is another valid reason, such as severe social isolation, harassment, etc, which cannot be addressed any other way. We will discuss this with you in more detail if you request a transfer.

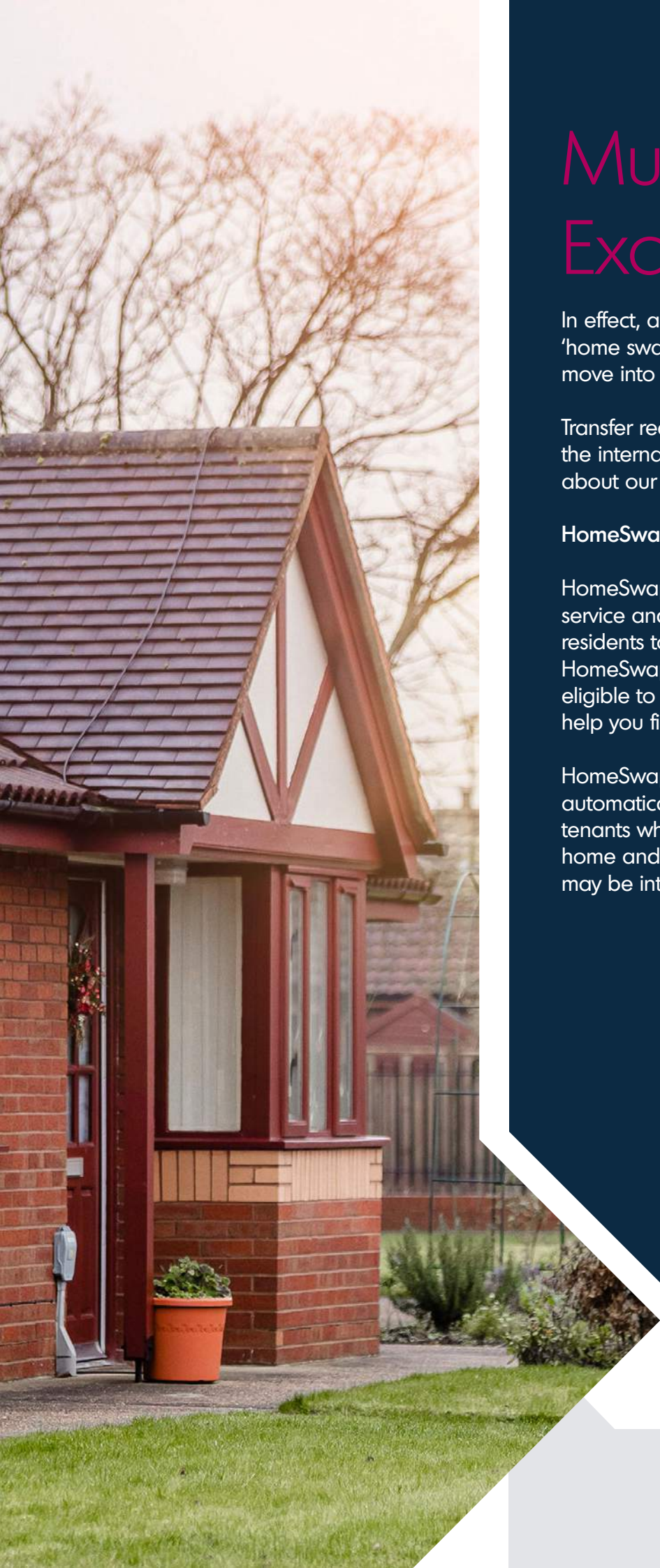
# Requesting a Transfer

If your transfer request is successful an Area Coordinator will contact you to arrange to visit to you again to ensure we have the most up to date information on your circumstances.

You will also be visited by an Area Coordinator who will explain the process and ask you to sign a 'Transfer Assurance'. This sets out what your obligations are when you come to leave your current property. This means understanding what repairs you are responsible for, what will happen if the property is not deemed to be in a satisfactory condition, arranging an inspection of your home and when you are required to return the keys.

As stated above, if you are offered an internal transfer you need to be aware of your responsibilities before leaving your current property. You will need to ensure that your current property is clean and in good decorative order. Any outstanding repairs should be reported in good time. If the association has to carry out any works to your property because it has not been left to a satisfactory standard, you are likely to be recharged for any works the association has to undertake to make good the property before any transfer goes ahead.

You should also be aware that for a short time you may have two properties on which Weekly Maintenance Contributions is payable on both. If you take a week to move and therefore have the keys for both properties for a week, you will be responsible for the payments on both properties until the Monday after you return the keys to the old property to us. If you are in receipt of Housing Benefit, this will be paid on the property you are living in, but not on both properties.



# Mutual Exchanges

In effect, a mutual exchange is a sort of 'home swap'. This is where two residents move into one another's property.

Transfer requests that are not covered by the internal transfer criteria will be advised about our mutual exchange policy.

## HomeSwapper

HomeSwapper is a mutual exchange service and is an alternative option for residents to move home. PFH have joined HomeSwapper and residents of PFH are eligible to use this service free of charge to help you find a new home.

HomeSwapper is easy to use and automatically matches you with residents/tenants who are interested in the applicant's home and have a home that the applicant may be interested in.



# Registration

If you are interested in this option, please register at [www.homeswapper.co.uk](http://www.homeswapper.co.uk), and once the registration has been approved by PFH the applicant will be able to access information about residents/tenants who may wish to exchange properties.

If you do not have internet access in your home, you can use one of our sheltered housing schemes where we offer free wifi. You may also ask a member of staff to help you by contacting us at our head office on (01482) 223783, and we will make an appointment for you to come in. Your family or friends can register on your behalf, or local libraries also often have free internet access.

The HomeSwapper service allows PFH to understand the circumstances of both the person wishing to move out and the person wishing to move in. PFH would of course need to ensure that that person is eligible to be a Pickering and Ferens Homes resident. We will also advise you as to your responsibilities when it comes to arranging a move and guide you through the process.





# **12. Leaving** your home

## Ending the Licence - Moving Elsewhere

If you wish to end your Licence because you are moving elsewhere you must give at least 4 weeks' notice to Pickering and Ferens Homes and inform us of your forwarding address.

A licence ends at 12 noon on the agreed Monday and keys to your property must be returned to Pickering and Ferens Homes' office no later than midday or you will be responsible for the Weekly Maintenance Contribution (WMC) (rent) until the Monday after the keys are returned.

If you are in receipt of Housing Benefit, we will send you a form to claim the benefit on the four week notice period. Please return this as soon as possible to avoid any delays with your benefit.

How much benefit you are entitled to is a Housing Benefit decision and is out of the hands of Pickering and Ferens Homes. We will however inform you if there is any outstanding WMC (or indeed owing to you) within a month of the Licence ceasing.

## Ending the Licence - Moving into Residential Care on a permanent basis

If it has been agreed you are staying in Residential Care on a permanent basis you must advise the Resident Services Area Coordinator as soon as you (or your next of kin/social services) have decided you will be moving or staying in Residential Care. We will take the 4 weeks' notice period from the first Monday after this decision has been made, so the Licence will cease on the Monday four weeks later.

A licence ends at 12 noon on the agreed Monday and keys to your property must be returned to Pickering and Ferens Homes' office no later than midday or you will be responsible for the Weekly Maintenance Contribution (WMC) (rent) until the Monday after the keys are returned.

We will send you a form to claim the Housing Benefit on the four week notice period.

Please return this as soon as possible to avoid any delays with your benefit. How much benefit you are entitled to is a Housing Benefit decision and is out of the hands of Pickering and Ferens Homes. We will however inform you if there is any outstanding WMC (or indeed owing to you) within a month of the Licence ceasing.

## Ending the Licence - Resident has passed away

In the sad event of a resident passing away, it is usually the responsibility of the next of kin to make all the necessary arrangements. We ask that the next of kin contacts the Resident Services Area coordinator to advise the date of death of the resident, we will then take the 4 week notice period from the Monday after we have been informed, so the Licence will cease on the Monday four weeks later.

However, in the event of a death, we can reduce the four week notice to two weeks, if the keys are returned within two weeks. We will cease the licence on the Monday following return of the keys, thus reducing the notice period and therefore the weekly maintenance contribution owing. If the keys are returned after two weeks, weekly maintenance contributions will continue to be charged and the licence will cease the Monday following the return of the keys.

Please note that any housing benefit entitlement ceases immediately following the date of death. This means that full weekly maintenance contribution (WMC) is payable on the remaining two - four weeks of the licence. If however you are able to return the keys early, the Licence will be ceased on the Monday following receipt of the keys and you will not be charged the remainder of the notice period.

We will write to the named next of kin we have on file within a month of the Licence ceasing to advise you of any WMC which is outstanding and required to be paid by the estate. If the WMC account is in credit we will also advise your next of kin how these funds can be claimed.

## Weekly Maintenance Contribution (WMC) (Rent) Account (Maintenance Charge)

When we receive notification of the intention to end the licence we will send out a confirmation letter to either the resident or next of kin, which will also give details of the Weekly Maintenance Contribution (WMC) (Rent) account balance as at that date. We will also provide details of how much we estimate will be owed/overpaid by the termination date.

If you are were in receipt of Housing Benefit paid directly to Pickering and Ferens Homes then we will estimate the amount of benefit that we should receive based on your current entitlement.

If however circumstances have changed during this period and we have not been made aware of this, any under payment will be the responsibility of the resident, and this may be asked to be paid following the end of the licence.

If you are in receipt of Housing Benefit then it is your responsibility to make sure the Local Authority is aware of the date you are moving out of the Pickering and Ferens Homes property and into your new home. Housing Benefit will only be paid on the property you are living in.

## Inspection of the Property

We expect the property is to be left clean, empty and in a good state of repair, otherwise you will be charged for rectifying the damage or clearing out any rubbish. Any broken fixtures or fittings must be repaired or replaced and any unauthorised alterations reinstated before the property is vacated.

You will be recharged for any damage and or any clearing of rubbish. It is the responsibility of the resident or next of kin to inform all the utility suppliers including gas, electric, water and telephone supplier of the date the property is vacated so that the current supply can be ended. We also ask that we are informed of who supplies the gas/electric so that we know who to contact should there be any problems.

If the utilities were provided using token meters, we ask that the token meter key/card is also handed in with the keys and that the meter is left with no arrears.

We also ask if the property has a key safe installed that we are informed of the key safe number

## Residential Care on a Temporary Basis

Please advise the Resident Services Area Coordinator about the situation. If you want we can attend the meeting which is usually held between you and Social Services, this is to discuss your proposed move into a Residential Home where we can provide information on the accommodation that you currently live in, any alternatives that are available and also what services are available. This all helps with the final decision.

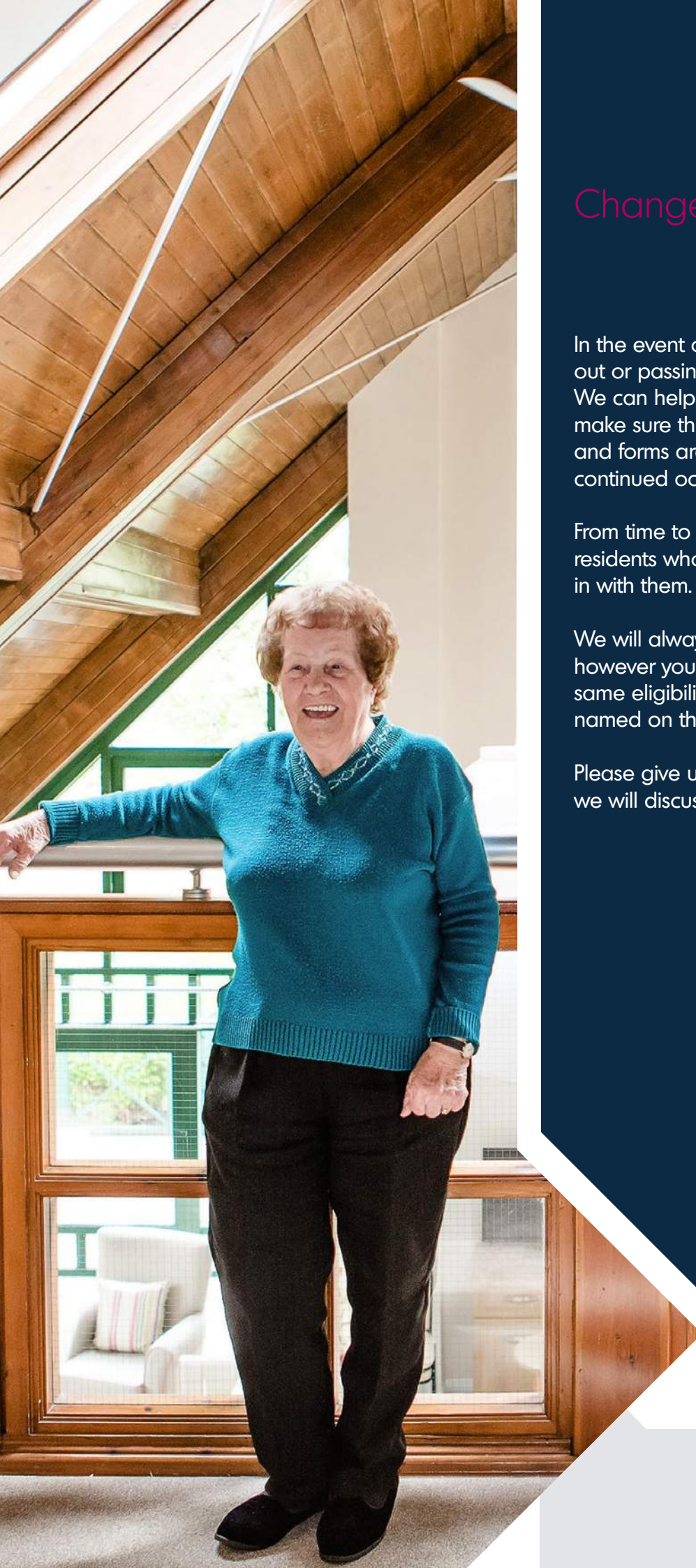
If you do decide to go into residential care on a temporary basis any Housing Benefit that you currently receive should continue to be paid to you. Fees for the residential home can be covered by other types of benefit.

It is however best if you, or your family contact Housing Benefits to find out exactly what you are entitled to. You can contact Hull City Council on 01482 300300 or East Riding of Yorkshire Council on 01482 393939.

Please advise Pickering and Ferens Homes when you return to your property.

If you have moved into





## Changes to your Licence

In the event of a household member moving out or passing away, please let us know. We can help you through the process and make sure that all the necessary documents and forms are completed to ensure your continued occupancy.

From time to time, we also get requests from residents who would like a partner to move in with them.

We will always try to facilitate these requests however your partner is required to meet the same eligibility rules as you to qualify to be named on the Licence.

Please give us a call on (01482) 223783 and we will discuss your options in more detail.