



# **The Sutton Turner Houses**

*Registered Charity number: 1155069*

## **RESIDENTS' HANDBOOK**

Fourteenth Edition  
August 2025

## FOREWORD

This handbook provides you with information about occupying your almshouse, about the Charity and its management. It supplements and explains the rules and regulations set out in the Letter of Appointment, a copy of which you signed when you accepted appointment. The Trustees hope that the information this book provides will help you to be happy here.

**Clerk to the Trustees**  
**Clerk@suttonturner.co.uk**  
**www.suttonturner.co.uk**

**Sterne House,           01332 378643**  
**Lodge Lane,**  
**Derby, DE1 3WD**

## HELPFUL CONTACTS

|                                               |                   |                              |
|-----------------------------------------------|-------------------|------------------------------|
| Out of Hours Contact /<br>Medical Emergencies | Tunstall Response | 08450 530866<br>01302 333304 |
|-----------------------------------------------|-------------------|------------------------------|

|                                                            |                    |                                                                                                 |
|------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------|
| Housing Benefit Office:<br>enquiries.benefits@derby.gov.uk | Derby City Council | PO Box No 1           01332 255122<br>The Council House<br>Corporation Street<br>Derby, DE1 2XG |
|------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------|

|                                    |  |                                                      |
|------------------------------------|--|------------------------------------------------------|
| Age UK Office:<br>www.ageuk.org.uk |  | 15 Morledge           01332 342342<br>Derby, DE1 2AW |
|------------------------------------|--|------------------------------------------------------|

|                                      |                    |                                                                          |
|--------------------------------------|--------------------|--------------------------------------------------------------------------|
| Local Authority:<br>www.derby.gov.uk | Derby City Council | The Council House   01332 293111<br>Corporation Street<br>Derby, DE1 2FS |
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George Neville – Nelsons Solicitors – 0115 989 5273 / 07940 244 188

**THE ALMSHOUSE CHARITY OF SUTTON TURNER HOUSES**  
**RESIDENT'S HANDBOOK**

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## **CHAPTER ONE**

### **HISTORY OF THE CHARITY, GOVERNANCE AND POLICIES**

#### **1.1 History**

The Sutton Turner Houses is an almshouse charity which was created by the merger of the Annie Sutton and Hoult Memorial Houses and the Elizabeth Turner Almshouses in 2015.

The Annie Sutton and Hoult Memorial houses were founded through the generosity of Annie Sutton late of Burton Road, Derby who died in 1913. The Elizabeth Turner Almshouses were founded in 1908 by Elizabeth Turner.

The two Charities merged in order to create a stronger Almshouse charity and now provide a total of 33 units including bungalows and houses. These are used to provide accommodation to elderly people of limited financial means who are already resident in the city of Derby and surrounding areas.

There are 12 two-bedroom bungalows at Windmill Hill Lane with 3 two-bedroom bungalows and 10 single bedroom bungalows at Sutton Close. The Sutton Close properties were modernised in 1988 and the Windmill Hill Lane properties were modernised in 1991 both with the assistance of a Grant and Loan with the Housing Corporation. Four of the properties on Windmill Hill Lane have been developed and 6 of the former properties on Sutton Close have been refurbished into 3 spacious two-bedroom bungalows, again with the assistance of a Grant from the Housing Corporation.

The Turner Almshouses contain 4 one bedroomed bungalows and 4 two bedroomed houses.

The Charity is presently following a policy of upgrading the bathrooms and kitchens in all of its properties as they become vacant.

The Charity is administered by a body of Trustees, whom are either nominated by Derby City Council or who, through residence, occupation or employment, have a special knowledge of the City of Derby. The Clerk to the Trustees of the Charity ("the Clerk") is Mr. George Neville with Nelsons Solicitors Limited and the Chairman is Mr Bernard Thorpe who is also a Trustee.

#### **1.2 Constitution**

The Charity is run in accordance with its Governing Instrument. This is a Deed dated 21 May 1974. This document is available for inspection by residents at Sterne House, Lodge Lane, Derby.

#### **1.3 Trustee Body**

The Charity is administered by voluntary Trustees. Day-to-day management is carried out by the Clerk.

#### **1.4 Almshouses**

Almshouses are unfurnished dwellings, usually specially designed with the needs of older people in mind who can live independently. The aim is to provide convenient and comfortable accommodation in a setting which allows residents to come and go as they please. Residents are encouraged to make friends and share a wider social life. All almshouses have a community call system in each unit. In an emergency, such as sudden illness or after a fall, a resident can get help quickly.

## CHAPTER TWO

### HEALTH AND SAFETY

#### 2.1 On Call Alarm System

You will be shown how to use this when you move in. Someone will answer your calls at all times and get help to you quickly.

**Please DO** use the call system by day and night to get help for a sudden illness or accident.

**Please DO NOT** use the on call alarm for routine contact, tie up the pull cords. If you need help it may be out of reach.

It is your responsibility to ensure that a working telephone landline is provided in order for the alarm to function and the cost of the telephone landline will be your responsibility.

#### 2.2 Fire Precautions

The almshouses comply with the appropriate fire regulations and are equipped with smoke alarms and carbon monoxide alarms. If the alarms make an intermittent beeping sound then the battery needs changing. Please contact the Clerk if you need any assistance with this.

Upon hearing the smoke alarm or noticing smoke or any obvious signs of an outbreak of fire, please evacuate the building by the nearest route. Do not attempt to put the fire out or to collect personal belongings. Stay calm and help other residents to leave the building.

**Please DO** dispose of smoking materials safely.

leave doors shut, they prevent fire and smoke from spreading.

leave the premises immediately shutting the door behind you.

call the fire brigade by dialling 999.

**Please DO NOT** leave pans (especially chip pans) unattended.

attempt to fight any fire.

All residents are advised that bonfires and the use of outside incinerators, etc., are not permitted at the almshouses. These not only pose a health and safety risk should they get out of control but can pose a nuisance to those living in nearby properties, including other residents. Should you have waste that you are unable to dispose of yourself then you should contact Derby City Council to arrange for them to dispose of the waste. Any costs incurred will be your responsibility.

## 2.3 Security

Please bear in mind the following:-

- DO** you are advised to keep the front door locked at all times.
- use the spy hole and chain to identify callers before opening the door.  
The chain should only be used to open the door a few inches when identifying callers and not be kept in permanent use.
- DO NOT** allow a stranger to enter your home without proof of identity;  
If you are in doubt, please call the Clerk or use the on call alarm system.

## 2.4 Keys

The Charity provide all properties with a key safe outside the front door as a means of securely storing a set of keys for the property.

You must ensure that a set of keys for your property are stored in the key safe at all times and that the Clerk is made aware of the code to operate the key safe.

Keys stored in the key safe will only be used in an emergency or with your permission. You **must not** fit additional locks and chains.

Do not leave keys in locks

Your privacy will be respected. We will only enter your home if:

- you ask us to do so, or
- you have given permission for work to be done in your absence, or
- in an emergency.

Please do not get extra keys.

## CHAPTER THREE

### SERVICES PROVIDED

#### 3.1 Repairs and Decorations

The Trustees are responsible for both external and internal repairs and external decoration to your home. Please report all necessary work to the Clerk, who will arrange for it to be carried out. You will be consulted in advance about arrangements for redecoration. You will be informed when the work will start and how long it is planned to take. Workmen will not be allowed to enter whilst you are out unless you have agreed to satisfactory arrangements. An exception will have to be made if an emergency arises or access is required to rectify an urgent problem. Please do not let anyone into an almshouse unless you know who they are; when in doubt, call the Clerk.

Should any urgent repairs be required outside of normal office hours please report these through the on call alarm system or by calling Tunstall Response on 08450 530 866 or 01302 333 304.

Should you wish to undertake any alterations or refurbishment to your home, written permission must be obtained from the Trustees **before** any works commence. You can write to the Clerk seeking such permission. The Trustees retain the right to inspect any alterations or works upon completion.

Subject to the Trustees agreement and dependent upon your request you may be asked to make a financial contribution. This is usually if the request for alterations outside the quality standards set by the Trust.

We would add that should any alterations take place without approval you will be liable for any financial cost for removal of such alteration

For Example;

Internally,

- Can apply emulsion paint to walls and gloss paint to woodwork.
- The doors are self finished and not to be painted
- Wallpapering only with permission

Externally,

- External structures , green houses, sheds, raised decking permission **must** be sought.
- Should permission be granted you will be expected to deposit an appropriate amount of money with the Charity to fund removal should you leave us.

Please note that any work involving the gas supply, including the connection, disconnection and alternation of any gas based appliances will need to be done by a suitably qualified and registered gas engineer. A copy of the engineers registration papers will need to be submitted to the Clerk for approval before any work commences.

Should the above procedure not be followed then Trustees will arrange for an independent test of the gas supply pipework and any gas appliances present in the property. You will be responsible for meeting the costs of the test and any remedial works required following it.

### **3.2 Routine Visits and access to properties**

You will be visited in your new home by two Trustees or representatives of the Charity once you have settled in. This is an opportunity to get to know you better and to address any issues and concerns. Thereafter these visits will take place regularly and on at least an annual basis.

A mutually convenient time will be arranged with you before any such visit.

Whilst visiting on an annual basis, the Trustees will review the state of the properties and discuss when major improvements can and need to be made to make sure that the properties are maintained to a good standard for the residents. As a result of this, the Trustees may need access to your property in order for a particular inspection and survey to take place. In this case, should the Trustees or the Clerk contact the resident to obtain access this should be provided at the date and time requested.

Where appropriate, suitable notice of intent will be given and the Trustees have the right to visit the property if they feel it necessary to do so.

If for whatever reason the resident is unable to be present, the Trustees will use the keys in the key safes so that they can gain access to the property. **Please ensure all keys are in the key safes.**

### **3.3 Insurance**

The Charity deals with the insurance of the buildings only. You are responsible for ensuring that your contents are adequately insured.

The Charity strongly recommends you not to keep more cash in your home than required for day-to-day expenses and would recommend you place the rest in a bank or building society.

### **3.4 Television**

For some residents over the age of 75, the tv license may still be free. Those over retirement age and below 75 years old may be entitled to a concessionary television licence. If so, the concessionary amount will be recovered in the Weekly Maintenance Contribution.

There are restrictions on the siting of aerials and satellite dishes. Written permission must first be obtained from the Trustees. This can be requested by writing to the Clerk. Please be aware that the site is situated on private property.

Please be considerate to your neighbours with the use of TV's radios, stereos and musical instruments.

### **3.5 Cleaning**

You are responsible for keeping their almshouse clean. If you are having any difficulty with this then please tell the Clerk who will assist you to arrange help with your cleaning if required.

You are responsible for cleaning the windows of your almshouse. If you cannot do so safely then please contact the Clerk.

Cleaning of the external common areas is also arranged by the Trustees. The cost of this may be included in your Weekly Maintenance Contribution.

### **3.6 Gardens**

The Charity is responsible for the cutting of the grass and hedges.

The maintenance of any borders and external paved areas is your responsibility.

The communal areas have been laid out for the use and benefit of all residents. The work of grass cutting in these areas is the Charity's responsibility.

Should you wish to erect a shed or outbuilding then you will need to obtain prior consent from the Trustees. This can be requested by writing to the Clerk. Written consent should also be obtained should a resident wish to erect a patio or decking area as the gardens are shared and access is required at all times in case of an emergency.

You will remain responsible for the removal of the shed when you vacate the property unless prior arrangements have been made with the Trustees. In any event any shed or outbuilding must be fully emptied when you vacate the property.

### **3.7 Equipment within the property**

If upon your appointment, to your almshouse you require assistance with the operation of any equipment within the property please contact the Clerk who will be happy to organise this.

### **3.8 On Call Alarm System**

A helpline connects the residents to a call centre which is manned 24 hours a day, 365 days a year. It will handle emergency calls for health, police, fire and ambulance

### **3.9 Loft Spaces**

You should not access the loft space in your property nor use it as a storage area. This is to ensure your health and safety as well as to preserve the integrity of the building.

## **CHAPTER FOUR**

### **TERMS OF OCCUPANCY**

#### **4.1 Occupation of the Almshouse**

The Charity exists to provide accommodation to those in need. With this in mind the Charity requires you to make your almshouse your main residence and to occupy the property fully apart from exceptional circumstances.

Fully occupying the property includes residing there overnight and not having another property at which you reside.

The Trustees acknowledge that you will often wish to go away on holiday and trips and appreciate this however your attention is drawn to section 4.3 concerning absence from home.

#### **4.2 Letter of Appointment**

You will receive a copy of their Letter of Appointment, which you signed when you were appointed as a resident. As a beneficiary of an almshouse charity you are not a tenant, but the Trustees will not ask you to leave unless there are exceptional circumstances, such as when you cease to be an eligible beneficiary of the charity or do not comply with the terms of your Letter of Appointment. (see “Moving Out”). You have agreed to pay a Weekly Maintenance Contribution that includes an amount for the services provided. You must be prepared to accept a call system as conditions of occupancy.

#### **4.2 Relatives and Visitors**

The almshouses are designed for people who are able to live independently. Whilst we will do all we can to assist you to remain independent we cannot replace your friends and family or provide the same level of input that social services is able to arrange.

Your home is not really suitable to accommodate extra people. If you do have a friend or relative staying with you, the Clerk must be informed in case of fire.

If you wish to have a relative or friend to stay for more than 14 consecutive nights or on a regular basis you must seek the Trustees’ permission in writing in advance. This can be done by writing to the Clerk. We need to know who is in the almshouses for the safety and security of the whole community. However, do remember that you are responsible for your visitors at all times.

#### **4.3 Absence from Home**

If you are away from your property for 7 days or more you must inform the Clerk. Should you decide to return home earlier than expected, please also advise the Clerk.

At all times when a property is vacant you should arrange for a weekly inspection by a relative or close friend. If no one is available please contact the Clerk who will arrange for the property to be inspected but any costs involved in this will be payable by you.

You are responsible for ensuring that the services are dealt with as follows;

April to October – the water is to be turned off at the internal stop tap and the central heating should be left on with the thermostat set at 16°. The hot water should be turned off at the Programmer.

November to March –the water is to be turned off at the internal stop tap. The hot water should be turned off at the Programmer and the central heating should be left on with the thermostat set at 16°, whoever is inspecting the property will need to ensure that that is at least 1 bar of pressure in the boiler.

#### **4.4 Consulting Residents**

Trustees welcome your views on matters affecting their quality of life at the almshouses. If you feel the need to talk to a Trustee in private please contact the Clerk who will arrange this for you. The Trustees also visit the almshouses regularly to speak with residents.

#### **4.5 Weekly Maintenance Contribution (WMC) and service charge**

WMC is due each four calendar weeks, this is paid by Standing Order and you should have received the relevant paperwork with your Appointment letter. If you receive Housing Benefit, arrangements can be made for it to be paid to the Charity's account. You will be given a minimum of one month's notice of any increase. Please note that the service charge will also be reviewed by the trustees on a yearly basis.

Once appointed, the Trustees request that all payments are made by Standing Order. If a form is required to take the bank, please contact the Clerk.

The amount of WMC you pay along with the service charge covers part of the cost of running the almshouses and includes:-

- Repairs and maintenance
- Buildings Insurance
- Upkeep of the grounds
- Cleaning of communal areas
- Call system

#### **4.6 Housing Benefit**

If your income consists of the basic retirement pension and you have little or no capital you may be entitled to Housing Benefit to help you with your housing costs. To claim Housing Benefit you should ask for a form at your local Council offices. If you do have some additional income to your basic retirement pension you may still be

entitled to some help with housing costs. Again, forms to claim this are available as above.

Age UK or your local Citizens Advice Bureau should be able to help if you are unsure of your entitlement or need help in completing the form. Part of the WMC is for the support provided by the call system. This is not eligible for Housing Benefit.

#### **4.7 Central Heating and Hot Water**

Each house has its own thermostat that can be set at a temperature to suit you.

For safety reasons, free standing electric heaters and paraffin or calor gas heaters are not allowed.

#### **4.8 Electricity Meters**

Meters along with their locks and fittings must not be tampered with. If the supply is disconnected for any reason, please tell the Clerk at once.

#### **4.9 Businesses**

You are not be allowed to run any business from your property.

#### **4.10 Moving Out**

If you wish to move from the property you must give the Trustees written notice of at least 4 weeks. During this notice period you will be liable for your WMC payments even if you have already moved out. You or, in the event of death, your personal representatives are responsible for WMC until the premises are cleared of all possessions. The property must be left in a clean condition and the keys returned.

The Trustees will expect the property and garden areas to have been emptied of all personal possessions including curtains, blinds, shower curtains and light shades. The property should be cleaned thoroughly before arrangements are made to return the keys to the Trustees.

The WMC remains payable until the Trustees have signed off that the property is in a suitable condition ahead of it being accepted back to the charity. Either yourself or your family representative should speak to the Clerk regarding the final payments that are due.

Any sheds or outbuildings should be removed unless prior arrangements have been made with the Trustees.

Please note that the Trustees will not accept the keys and bring an end to your liability for WMC until the premises have been cleared and cleaned to their satisfaction. Keys should not be handed in to any other person without prior written permission from the Trustees.

In certain circumstances the Trustees may ask you to find alternative accommodation. These are:

- If you do not comply with the rules set out in your Letter of Appointment, this Handbook or elsewhere.
- If you are no longer qualified to live in the almshouse. It is possible that your circumstances could change to make you no longer eligible. For example you could win or inherit a significant sum of money.
- If you are no longer able to look after yourself even with all the help of your family and Social Services. There may come a time when this is putting the other residents at risk.

The Trustees will only set aside your Appointment (ask you to find other accommodation) as a last resort and following a fair process of investigation and warning. They will give you as much time and help as possible to find alternative accommodation.

#### **4.11 Re-Housing**

Should you wish to change your accommodation within the complex you may apply in writing to the Clerk for the matter to be considered by the Trustees.

The Trustees may require you to move to another of the Charity's almshouses when major repair work is being carried out. You will be given adequate notice of this.

#### **4.12 Gifts and Legacies**

It is the Trustees' policy that no-one involved in the running of the Charity should accept any gift or legacy from a resident. If you wish to donate anything to the Charity please contact the Clerk. All such matters will be dealt with confidentially.

#### **4.13 Anti-Social Behaviour Policy**

For the benefit of all residents and visitors the Trustees will not tolerate anti-social behaviour that affects the quality of life of a resident or visitors or the management of the Charity.

Anti-Social Behaviour is defined as the following under section 153 A of the Anti-Social Behaviour Act 2003:

- (a) Behaviour which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to or affects the housing management functions of a relevant landlord.
- (b) Behaviour which is capable of causing nuisance or annoyance to any of the following:

- 1) A person residing in housing accommodation owned or managed by the relevant landlord.
- 2) A person visiting the housing accommodation or otherwise engaged in lawful activity in or in the locality of the housing accommodation.
- 3) A person employed by the relevant landlord wholly or partly in connection with its housing management functions.

You should report any behaviour you consider to be anti-social to the Clerk in writing.

The Clerk will bring the report to the notice of the Trustees at the earliest opportunity.

The Trustees will then decide to:

- (a) Resolve the matter within the Charity, Or...
- (b) Refer the matter for external mediation, Or...
- (c) Seek an Anti-Social Behaviour Order.

## **CHAPTER FIVE**

### **GENERAL INFORMATION**

#### **5.1 Council Tax**

You are responsible for paying the Council Tax for your property. Advice on payment will be given if required.

#### **5.2 Pets**

Written permission from the Trustees must be obtained if you wish to keep pets. If permission is granted then you will be responsible for making good any damage caused by your pets and for making suitable arrangements for them to be cared for during any vacancy from the property.

You must ensure that pets are kept on a lead, or otherwise controlled, when outside the property. You will be held responsible for cleaning up any fouling.

#### **5.3 Parking of Vehicles**

Spaces for cars are provided on a first come first served basis. No particular space is allocated to any particular resident. Please do not park elsewhere, or allow your visitors to do so, as they may block the way for ambulances or fire engines in an emergency.

Vehicles will only be allowed on the site provided that they are in a roadworthy condition, taxed and insured. Any vehicle not complying with these requirements will need to be removed from the site and the owner will be responsible for this.

#### **5.4 Doctor**

If your doctor is nearby, you will not need to change. If you do not have a doctor, or you are moving from another area, the Clerk will be able to give you the names of other doctors working in the neighbourhood who are interested in the care of older people. The name of your doctor must be given to the Clerk so that help can be obtained in an emergency.

You have every right to see your doctor, nurse or other carer alone, and to keep your medical affairs entirely to yourself if you wish. However, if you have a chronic health problem, you may feel safer if the Clerk knows about this so that sensible action may be taken in an emergency. Anything you tell the Clerk will be kept confidential.

#### **5.5 Emergencies and Sickness**

If you are ill or in difficulties, the Clerk will make every effort to get in touch with relatives, friends, the doctor, ambulance or social services on your behalf.

To make it possible to act quickly, the Clerk will need a note of the names and addresses of your nearest relatives or friends and of your doctor. Please let them

know about any changes of address or telephone numbers of your relatives or friends and your doctor.

Please make sure the Clerk is notified if you are ill. This is particularly important if you are going into hospital or returning home after admission.

If the property becomes vacant due to illness then you will be responsible for ensuring that the services are drained and the property inspected by your next of kin on a weekly basis. The Clerk should be informed of these arrangements.

If you have a disability or become disabled while living in the almshouse, it may be possible to obtain equipment or to make alterations to your home to help you to live an independent life, ask the Clerk about this. Please do not make any structural alterations to your home (eg. fittings or ramps) without consent.

## **5.6 Personal Problems**

If you have any personal problems over money or any other matter and you have no relative or friend whom you feel able to consult please let the Clerk know if you wish to see a Trustee who will be glad to give whatever help or advice they can.

## **5.7 Wills**

If you have not already done so you are strongly advised to make a Will. If you wish to leave personal property to a relative or friend a Will is essential. Please advise the Clerk on the up-to-date position of where the Will is kept and who is the Executor.

A solicitor is the best person to help you make a Will, and if you require assistance in finding one, we suggest you contact the Clerk.

## **5.8 Rubbish**

Rubbish bins are provided. Please make sure that the rubbish area is kept clean and tidy. All kitchen refuse should be wrapped before putting it in the bin. The local authority provides recycling bins so please ensure that you sort your waste according to the way it will be taken away / recycled.

Bin collections take place on the Tuesday of each week. Collection of general waste and recyclable waste will alternate weekly.

Recycling waste is collected on the other alternate weeks.

## **5.9 Stopcock location**

The water stopcock is located at: \_\_\_\_\_

The gas stopcock is located at: \_\_\_\_\_

These must be turned off in an emergency and when the property is likely to be unoccupied for a period of 7 days or more.

**5.10 Electricity meter, mains switch and fuse box location**

The electricity meter is located at: \_\_\_\_\_

The electricity mains switch is located at: \_\_\_\_\_

The fuse box is located at: \_\_\_\_\_

## CHAPTER SIX

### COMPLAINTS PROCEDURE

- 6.1 If you have a complaint or a problem has arisen which can not be readily solved by a discussion with the other party, or the Clerk for example, the following complaints procedure should be adopted. Please note that the complaints procedure is also listed on the charity's website.
- 6.2 Under the Housing Act 1996 all almshouse charities which are Registered Social Landlords with the Regulator of Social Housing (RSH), have a regulatory obligation to maintain a Complaints Procedure. It is recommended good practice for all almshouse charities to have a Complaints Procedure available for residents.
- 6.3 Many people are reluctant to complain. The Trustees can only resolve problems and improve the service they offer, if you speak up when things go wrong. Set out below is a procedure to be followed if any resident wishes to raise a complaint in connection with the occupation of his or her almshouse or about services provided by the charity relating to the almshouses.
- Minor matters, such as small maintenance items, should be referred to the Clerk when they arise.
  - If the Clerk is unable to resolve minor matters, or, if there is a persistent problem with pets, loud noise or matters affecting health and safety, the resident should refer this to the Clerk. You should be prepared to put your complaint in writing at this stage. All communications about complaints will be treated as confidential.
  - If the Clerk is unable to deal with your complaint satisfactorily, or, if you have a complaint about other residents or a serious breach of health and safety regulations for instance, you have the right to put your complaint in writing to the Chairman, with a formal request for it to be considered by the Trustees at their next meeting. You will be entitled to attend when your complaint is being discussed, accompanied by a friend or professional advisor, should you wish to.
  - Trustees must write to the resident to advise of the action taken to resolve the complaint and to notify them of the decision made.
  - If you remain dissatisfied following consideration by the Trustees, you have the right to take your complaint to The Independent Housing Ombudsman whose address is: PO Box 152, Liverpool, L33 7WQ. Telephone: 0300 111 3000.
- 6.4 When writing to the Ombudsman please state your full name and address, telephone number (if any) and also set out the details of the complaint. The Ombudsman will only be able to consider a complaint if he is satisfied that the charity's own Complaints Procedure, as detailed above, has been fully exhausted and that it falls within his jurisdiction.