

QUEEN ALEXANDRA COTTAGE HOMES

Charity No. 209208

Patron: The Duchess of Devonshire DL



Residents' Handbook

Introduction

Welcome to Queen Alexandra Cottage Homes. This Handbook sets out useful information about the Homes and its general administration and management. It also explains your responsibilities as a resident.

Please note that the conditions stated in this Handbook form part of your contract with the Charity and supplement the rules and regulations given in your Letter of Appointment which you signed when you accepted your appointment.

Queen Alexandra Cottage Homes is your home and every effort will be made to help you remain independent, free to choose your own lifestyle and be able to benefit from the quiet enjoyment and dignity that the Homes provide. The Trustees are sure you will appreciate the importance of everyone in the community respecting the wishes of others, allowing them their privacy if that is what they wish and ensuring that rumours and gossip are not allowed to develop.

The Trustees and Management Committee hope that the information this Handbook provides will help you to be happy here.



Ian Stewart
Chairman



Peter Buckland, General Manager
Tel: 01323 737816



Simone Mills, Registered Manager
Tel: 01323 739689



Ann Caira, Homes Manager
Tel: 01323 730855

Queen Alexandra Cottage Homes
557 Seaside, Eastbourne, East Sussex BN23 6NE

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Section 1 – History, Governance and Management

History

On 16th March 1905, the then Mayor of Eastbourne, Councillor Simmons, called a meeting to put forward his idea to build some Cottage Homes for the 'Aged & Deserving Poor of Eastbourne' to save them from the indignities of the Poor Law and the dreaded workhouse. The meeting cordially approved the scheme and generous support was given by the inhabitants of Eastbourne, so much so, that on 5th June 1906 Queen Alexandra Cottage Homes was opened, at a cost of £1,568.3s.8d, by the Duchess of Devonshire.

Those early days saw accommodation for 16 residents, with a matron and house committee in charge and a peppercorn rent of 1d per week. In the original 1906 rule book for the Homes, to qualify for admission a person had to have at least 10 years of residence in Eastbourne, be 65 years of age or over and be of limited means. This rule, like many other principles upon which the Charity was founded, has been upheld but modified in keeping with our changing world.

Over the years, through fund raising and generous bequests, the Homes have grown from housing the original 16 'inmates' to now accommodating 82 residents and also providing a 28-bed nursing care wing.

Additionally, the Homes have a separate block of eight one-bedroom flats for women only in the centre of Eastbourne. Pauling House was bequeathed in 1964 by Mrs Gertrude Pauling and is located in Spencer Road.

The Homes were delighted that in 2005 the Duchess of Devonshire agreed to become our Patron.

Governance and Management

The Charity is administered by voluntary Trustees and the Management Committee, which formally meet every two months.

The General Manager, Peter Buckland, and the Matron, Simone Mills, are responsible for the day-to-day operation of the Homes, and the sheltered housing is managed by Ann Caira.

The Chairman of the Trustees, Stephanie Parkes-Crick, liaises with the Management on a regular basis. Details and contact numbers are displayed on the Introduction page.

Almshouses

Queen Alexandra Cottage Homes is a member of the Almshouse Association. Almshouses are typically unfurnished dwellings, usually specially designed with the needs of older people in mind.

The principle behind everything the Charity does is that residents should enjoy independence and freedom to come and go as they please while living in comfortable and secure accommodation.

Residents should feel confident in the knowledge that support will always be available, whether from the Charity itself or from outside agencies, should the need arise. Above all, the Charity respects residents' privacy.

Sheltered Housing

The sheltered accommodation at Queen Alexandra Cottage Homes comprises five units:

Simmons House: 18 one-bedroom flats, 13 of which are suitable for dual occupancy. Laundry rooms are on the ground and first floor.

Chitty House: 18 one-bedroom flats. Laundry Rooms are on all three floors.

Littleton House: 7 studio flats and the guest flat. Laundry rooms are on both floors.

Devonshire House: 8 studio flats and one laundry room on the ground floor.

Alice Hudson Gardens: 9 bungalows and a laundry room situated between No's 8 and 9.

Please note that each block has a different postcode, so please ensure when you give out your address you use the flat number and the correct postcode as below:

Simmons House	BN23 6ND
Chitty House	BN23 6NB
Littleton House	BN23 6NE
Devonshire House	BN23 6NG
Alice Hudson Gardens	BN23 6JZ

Pauling House: located in Spencer Road in Eastbourne town centre, comprises eight one-bedroom flats for women only. A laundry room is located on the ground floor.

The Friends of QACH

In May 2000 the Friends of Queen Alexandra Cottage Homes was formed to help the Homes pay for extras that would benefit residents and staff in both sheltered housing and the Care Wing. The main income is derived from membership and the 100 Club; membership being £3.50 per year and the 100 Club £12.00 per year.

The 100 Club draw takes place once a month at coffee mornings and the results are displayed on the Friends noticeboard near the Homes Managers office.

The Friends hold regular events for members and non-members. If a charge is made members are entitled to a reduced rate. Should you wish to join or require further information, please contact the chairman Colin Tarrant on 01323 642530.



Section 2 – Health and Safety

General Practitioner

If you do not have a General Practitioner (GP), the Homes Manager will be able to give you the names of GP practices in the neighbourhood. The name of your GP must be given to the Homes Manager.

You have every right to see your doctor, nurse or other carer in confidence and to keep your medical affairs entirely to yourself if you wish. However, if you have a chronic health problem, it would be advisable, and you might feel safer, for the Homes Manager to be made aware of it so that appropriate action can be taken in an emergency. Anything you tell the Homes Manager will be kept in confidence within the Charity.

Emergency Call System

Each flat contains an emergency call unit, and you will be shown how to use this when you move in. When the Homes Manager or any member of the Homes Management Team is on duty, they will respond to emergency calls. At all other times calls will be answered by Lifeline and they will get help to you quickly.

PLEASE DO

- Ask a member of staff if you are ever unsure how to operate the system
- Use the call system at any time to get help for a sudden illness or accident

PLEASE DON'T

- Use the alarm to make normal contact with the Homes Manager
- Tie up the pull cords or leave the alarm button on your bedside table; if you need help it may be out of reach

Portable pendants can also be purchased to assist in case of emergencies. For further details please contact the Homes Manager.

Callpoints are also located throughout the communal areas of the Homes.

Emergency Contact Details

If you become ill or are in difficulties, the Homes Manager will make every effort to get in touch with your next of kin, your doctor, or the ambulance or social services on your behalf.

It is important that you let the Homes Manager have details (names, addresses and telephone numbers) of these essential contacts. If the details change, please remember to inform the Charity.

Fire Precautions

The Homes comply with the appropriate fire regulations and operates a stay-put policy.

When you hear the fire alarm or notice obvious signs of an outbreak of fire, please stay in your flat and shut all the doors. Do not attempt to put the fire out.

PLEASE DO

- Ask the Homes Manager what to do if the alarm rings, or if you discover a fire
- How to use the fire blankets provided

PLEASE DON'T

- Wedge fire doors open; they prevent fire and smoke spreading when they are shut
- Leave any cooking unattended
- Attempt to fight any fire; stay in your flat and shut the door behind you

Fire lectures are held at regular intervals in the main lounge and we would encourage everyone to attend as often as possible.

Please be advised that the fire alarm equipment is tested twice every Wednesday morning.

Slips, Trips and Falls

The Trustees wish to draw your attention to the need to exercise care when using the footpaths in wet, snowy or icy weather. Whilst reasonable precautions will be taken to keep them hazard-free, residents are reminded to use the handrails wherever possible.

Security

Access to the Homes can only be gained via the door entry system (see below) and CCTV cameras are in operation at all entrances and some of the external areas. For security reasons please bear in mind the following:

PLEASE DO

- Keep your front door locked at all times

PLEASE DON'T

- Allow a stranger to enter the building or your home without proof of identity
- Let anyone into Queen Alexandra Cottage Homes unless you know who they are; if you are in doubt, call the Homes Manager or Lifeline

Door Entry System

When using the key pads on the main doors please follow the instructions ensuring that the code for your flat number is used. The code numbers can be found either under or above the keypad.

Tradesmen and regular services have a code number to enable them access which is only applicable until 2.00pm.

Keys

Never allow anyone claiming to be gas, electricity or water meter readers to enter the Homes. Please refer them to the Homes Manager.

The Homes Manager holds a master key which can open your front door but it will only be used in an emergency or with your permission. You must not fit locks and chains without the Trustees' consent as these may delay access for emergency services.

Your privacy will be respected. The Homes Management Team will only enter your home:

- In an emergency
- If you ask them to do so
- If you have given permission for work to be done in your absence

Please do not get extra keys cut without first asking the Homes Manager, as this may lessen security.

Please make sure that you and your visitors check that the doors to the Homes are securely shut after entry or exit.

Alice Hudson Gardens

Please do not lock your front door from the inside and leave the key in the lock as this could prevent access in the event of an emergency.

Water Stopcock

Please ensure that you know where your stopcock is located. If you are unsure, please ask the Homes Manager.

Section 3 – Terms of Occupancy

Letter of Appointment

Your Letter of Appointment, of which you have a copy, explains that you occupy your accommodation as a beneficiary of the Charity. This means that you are not a tenant with the security of tenure that a tenancy offers and that in exceptional circumstances the Trustees could ask you to find alternative accommodation and leave. In practice, this occurs very rarely when Trustees believe that they have no alternative.

Examples of such circumstances are if:

- A resident was no longer able to look after themselves safely or to live independently, even with the help of the social services or family support
- The resident consistently failed to pay weekly maintenance contributions (rent) on a regular basis without good reason
- The resident's behaviour was deemed to be unreasonable and anti-social, either in respect of other residents or members of staff
- The resident's circumstances changed significantly to the extent that they were no longer qualified to live in the Homes as a beneficiary

It is a condition of occupancy that residents provide the Charity with accurate and complete information of their financial circumstances and that residents inform the Charity if their circumstances change. Residents should be assured that only in the most unusual circumstances would this lead to someone being asked to leave.

The Charity would only set aside an appointment as a last resort after every effort had been made to resolve the issues. If, having been asked to leave, a

resident felt aggrieved, they have the right to have their case heard in the County Court. If the decision to set aside the appointment was upheld, they would be given every assistance to find alternative accommodation.

Weekly Maintenance Contribution ('Rent')

Weekly Maintenance Contributions (WMC) are payable in advance on the first of each month by direct debit.

If you receive Housing Benefit from the local authority, arrangements can be made for your Housing Benefit to be paid directly into the Charity's bank account. If you are experiencing difficulties in claiming, please let the Charity know.

Rents are reviewed on an annual basis by the Trustees and Management Committee and you will be given a minimum of one month's notice of any increase.

The amount you pay is a contribution towards the cost of running the Homes and includes:

- Water and sewage charges
- Repairs and maintenance
- Homes Management Team
- Insurance
- Upkeep of the garden
- Cleaning of communal areas
- Emergency call system

The utilities included in the WMC vary as follows:

- **Simmons and Chitty Houses** – WMC including of all utility charges
- **Devonshire House** – WMC does not include electricity for cooking, extra heating or any extra electrical appliances

- Littleton House – WMC inclusive of all utility charges
- Alice Hudson Gardens – WMC includes all utility charges unless otherwise agreed

Residents' Consultation

Consultation and involving the residents in the day-to-day running of the Homes is a form of participation which will benefit all concerned. Residents cannot, under charity law, become Trustees and do not, therefore, take part in decision-making but Trustees welcome their views on matters affecting the quality of life at the Homes.

At Queen Alexandra Cottage Homes, a Residents Committee has been set up for the purpose of ensuring that concerns are regularly heard. A residents meeting also takes place every three months, details of which can be found on the notice boards.

The Homes Manager and General Manager are always available to discuss any issues you may have.

Absence from Home

Residents should not vacate their accommodation for more than a total of two months in any one year and for no more than four weeks at any one time without prior consent of the Homes Manager. Residents must inform the Homes Manager when they are out of the building overnight.

Central Heating and Hot Water

A weekly heating charge covers the cost of central heating and hot water in the flats. Most flats have their own thermostat that can be set at a temperature to suit you.

Free-standing electric heaters and paraffin or Calor gas heaters are not allowed as they are dangerous.

Improvements to your Home

You must first discuss proposed improvements with the Homes Manager. In some cases the Charity will pay for the work. Permission may be refused if the Trustees consider that the alteration is structurally unsound, reducing the amenities for subsequent occupants or may increase future maintenance costs.

If you have a disability or become disabled while living in the Homes, it may be possible to obtain equipment or to make alterations to your home to help you to live an independent life; please ask the Homes Manager about this. Do not make any structural alterations to your home without consultation with the Charity.

Employment

Neither the Homes nor its gardens may be used as a place of business, either from where to conduct business or to store items connected with running a business.

Relatives and Visitors

Relatives and visitors are not allowed to stay in residents' accommodation overnight except in an emergency situation and with the authorisation of the Homes Manager.

Visitors may stay in the Guest Flat if available, for details please see page 9.

Pets

Pets are not allowed within the accommodation offered at the Homes.

Smoking

Queen Alexandra Cottage Homes has a strict no-smoking policy which it operates in all buildings.

Moving Out

If you wish to vacate your accommodation, you must give the Trustees written notice of at least four weeks. During this notice period you will be liable for your WMC payments even if you have already moved out. Residents or, in the event of death, their personal representatives, are responsible for WMC until the premises are cleared of personal possessions and the keys are returned.

If a resident were to leave their accommodation without giving notice, they would be liable for paying their WMC until the end of the notice period. Weekly maintenance contributions should be paid up to the departure date, as well as utility bills and council tax.

Trustees have the right to start the process of Setting Aside the Appointment in the event of non-payment of WMC.

Re-Housing

If you wish to move accommodation, you should contact the Homes Manager to discuss the matter. While every effort would be made to assist a resident to move if there was good reason, the decision would depend upon availability and be entirely at the discretion of the Trustees.

The Trustees may require you to change accommodation when major repair work is to be carried out, or for some unforeseen reason. Your views would be taken into account and you would be given at least three months' notice should a move be necessary.

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 General Manager.

All such matters will be dealt with in confidence.



Section 4 – Services and Facilities

Homes Manager

The Homes Manager and staff support the general wellbeing of residents without interfering in their lives or intruding on their privacy. They are not trained carers and cannot therefore offer personal care. They can, however, liaise on your behalf with a wide range of local health and social services to ensure that you receive the help you need to remain safe and independent in your home. These services might include help with personal care and hygiene, meal preparation and provision, cleaning or shopping or the provision of physiotherapy or occupational therapy aides for use around the home.

The Homes Manager and staff also look after the building. In an emergency the Homes Manager will call for help on your behalf and notify your family and friends.

The Homes Management Team is on duty between 8.30am and 5.00pm Monday to Friday, 8.30am and 2.00pm Saturday and Sunday. In the event that the management are unavailable during these times, then the emergency call system will be in operation.

The Homes Management Team visit all single residents each morning to check on their wellbeing and see if there are any difficulties. Where residents do not wish to receive such visits they may request not to be disturbed and might be asked to sign a form of disclaimer. Where the Charity feels there is a real risk to the health or welfare of any individual it may insist that such visits are made.

Communal Facilities

The main lounge is for the use of all residents and their visitors. Residents are

encouraged to organise some activities with the help of the Homes Manager who will give help and advice if asked and should be kept informed of future plans as the Homes Manager is responsible for co-ordinating all the events in the lounge.

Activities and social events play a major role within the Homes and residents are encouraged to come along to anything that may be of interest. A list of weekly and monthly activities can be found on the notice boards in each block and in the main lounge. A monthly Diary of Events will also be delivered to you.

The main communal lounge is for use at any time so you may feel free to come along with friends and perhaps play cards or just sit and have a chat. Tea and coffee making facilities are available in the communal kitchen just off the main lounge.

There is also a library with an extensive selection of books and jigsaws for you to borrow. Please note that the shelves on the left hand side of the library contain books that are supplied from Eastbourne Central Library. These are replaced every 6 weeks so please make sure books borrowed from these shelves are returned to the correct place and on time.

A laptop can also be borrowed from the Homes Manager's office if you want to send emails or browse the internet.

Guest Flat

A guest flat is available for relatives or friends who wish to visit you for a short period (normally up to seven days). If you would like to make use of the guest flat, please let the Homes Manager know as far in advance as you can. Guests are asked to provide their own towels and to



leave the flat as they would hope to find it. They are also asked to abide by the same terms of occupancy as the residents during their stay.

Charges are £14.50 per day for single occupancy and £23.00 per day for dual occupancy.

Lifts

Should the lifts break down and you are inside, please do not panic as the air is constantly circulated and the lift will not move until help arrives to manually free you. In the event of a breakdown please follow the instructions on the lift panel to summon help.

Please do not take electric scooters into the lifts without permission from the Homes Manager.

Laundry Rooms

Laundry rooms are situated throughout the Homes (please see 'Sheltered Housing' on page 3). The Homes Manager will show you how to use the machines and will if necessary arrange times at which they will be available to each resident. Use of the laundry rooms is restricted to Monday to Saturday from 8.00am to 8.00pm so that you and your neighbours are not disturbed by noise. The machines are intended for residents' laundry only.

After you have finished, please clean the soap compartment of the washing machines and empty the water out of the dryer compartment where applicable. Please also clean the dryer filters where you can and leave the equipment as you found it for use by the next resident.



Gardens and Summerhouse

The garden has been laid out for the use and benefit of all residents. There is a summerhouse situated on Simmons lawn and a key is located by the rear entrance of Simmons House.

The upkeep of the gardens is the Charity's responsibility, however, if you would like to help with the gardens please ask the Homes Manager how to get involved.

Repairs

The Trustees are responsible for both external and internal repairs to the buildings and communal areas. Please report all necessary work to the Homes Manager who will arrange for it to be carried out.

Workmen will not be allowed to enter your home while you are out unless you have agreed to satisfactory arrangements or in the case of an emergency (please see 'Keys' on page 5).

Insurance

The Charity insures the buildings and its own contents. The Trustees have an option to include the contents of your home on an 'as new' basis. Please contact the General Manager for further information.

Please do not ask any member of staff to take care of money for you as they are not allowed to do so.



Television

A special concession is available for residents under 75 years of age where residents pay only £7.50 each per year for a television licence. Residents over the age of 75 years are entitled to a free licence.

Please be considerate to your neighbours in the use of TVs, radios, stereos and musical instruments.

Cleaning

You are responsible for keeping your accommodation clean. If this is difficult please tell the Homes Manager who will assist you in arranging cleaning help. A cleaning service is provided, and is charged at £10.00 per hour.

The Trustees employ window cleaners who clean the outside of all windows and the inside of the windows in the communal parts. Residents are responsible for cleaning the inside of the windows in their accommodation.

Cleaning of the main lounge and communal areas is also arranged by the Trustees. The cost of this is included in your Weekly Maintenance Contribution (more information on page 6).

Rubbish and Recycling

Rubbish and recycling bins are provided and marked clearly. 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 bungalows in Alice Hudson Gardens have their own recycling bins.

Telephones

You are responsible for making your own arrangements for installing a telephone in your flat through your chosen provider.

Treatment Room and Visiting Services

Various visiting services make use of the treatment room located by the library. For further information please ask a member of the Homes Management Team or see the monthly Diary of Events.

Lunch Clubs and Carveries

A daily lunch club and fortnightly carveries are offered by the Homes. Details of menus and prices are available in the main lounge or please ask a member of the Homes Management Team.

Emergency Meal Delivery

In the event that a resident becomes very ill or incapacitated then meals can be delivered to a resident's home with the agreement of the Homes Manager.

Electric Scooters

Electric scooters may be used on the premises providing that they are adequately insured.

The Homes can only accommodate a limited number of scooters and you must therefore seek authorisation from the Homes Manager before acquiring one.

Section 5 – General Information

Electricity and Meters

Neither meters nor their locks and fittings may be altered without first asking the Trustees' permission. If the supply is disconnected for any reason, please tell the Homes Manager at once.

Housing Benefit

If your income consists of the basic retirement pension and you have little or no capital, you will almost certainly be entitled to Housing Benefit or Local Housing Allowance to help with your housing costs. Even if you do have income in addition to your basic retirement

pension, you may still be entitled to some help with housing costs. To claim Housing Benefit / Local Housing Allowance you should ask for an application form at your local Benefits Office (DWP) or Housing Department. It is important that you inform your local Benefits Office if there are changes in your financial circumstances as they have the power to demand reimbursement in the event of an overpayment.

If you need advice on state benefits please ask the Homes Manager, alternatively other sources of information are the Citizens Advice Bureau and Age UK (please see inside back cover for contact details).



Council Tax and Council Tax Benefit

You are responsible for paying your own council tax and will receive the annual Council Tax Notice from the local authority in March every year. People living alone are entitled to council tax relief of 25%.

If your income consists of the basic retirement pension and you have only modest savings, you may be entitled to Council Tax Benefit. Depending on your precise circumstances this could pay your council tax in whole or in part. Please speak to the Homes Manager if you are unsure of your entitlement or need help in completing the claim form.

Parking of Vehicles

Parking areas can be found at the rear of the gardens. There are no reserved parking spaces and this includes the bays for those who hold disabled badges.

Please do not to park in the turning bay at any time.

When using the parking areas please do not mount the pavements as this causes damage. Please do not park elsewhere in the grounds or allow your visitors to do so, as they may block the way for ambulances or fire engines in an emergency.

Emergencies and Sickness

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

If you are ill or in difficulties, the Homes Manager 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

Homes Manager 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 of your doctor.

Care Wing and Staff

The Care Wing provides 24-hour nursing care for 28 residents and is run independently by a team of highly qualified staff. There may be occasions to call upon the staff to help in certain situations but this help will only be provided if they are able to spare the staff.

The Care Wing is not there to use in everyday situations. Feel free to show friends and relatives around the Homes but if you wish to look around the Care Wing please be kind enough to ask the nurse in charge first as it may not be a convenient time for them.

Wills

You are strongly advised to make a Will and it is best to ask a Solicitor to help you with this. If you need help with finding one the local Citizens Advice Bureau will be able to suggest names.

As stated under 'Gifts and Legacies' it is the Charity's policy that no one involved in the running of the Homes should accept any gift or legacy from a resident. If you wish to donate anything to the Charity, please speak to the General Manager.

All such matters will be dealt with in confidence.

Lasting Power of Attorney

You may also feel it wise to consider setting up a Lasting Power of Attorney which allows you to appoint someone to look after your finances and to take



welfare and healthcare decisions on your behalf in the event of your medical incapacity. Again you should seek legal advice from a Solicitor.

Social Media

Residents using social media such as Facebook and Twitter are asked to respect the fact that no views should be expressed via social media about the Charity, the Trustees, other residents or staff.

Amenities Fund

Social activities play a huge part in the wellbeing of residents and a variety of events are organised to suit most needs. Like everything else these have to be paid for, and for this purpose the Amenities Fund was created. The fund subsidises regular outings and tea parties, so they are affordable for all, and also funds the purchase of items such as indoor bowls, hand bells and bingo cards.

The funds are raised by holding Christmas, Easter and Summer fairs, coffee mornings, the sale of greetings cards, bonus ball and the penny bottle, which can be found in the main lounge. If you would like to join the bonus ball simply put your name next to a number on the board which is on the table and put 50p in the box. The winning number wins two thirds of the takings, the other third goes to the Amenities Fund.

We are grateful for your support in the above to enable us to keep the fund and the social events active.

Wildlife

It is not permitted to feed wildlife (for example: foxes, gulls and pigeons) within the grounds of Queen Alexandra Cottage Homes. Birdfeeders may be placed but no loose food left as this will attract vermin and create a nuisance for everyone.

Section 6 – Problems and Complaints

Personal Problems

If you have any personal problems over money or any other matter and you have no family or friends who you feel able to consult, the Management will be pleased to help and offer advice if they can. You can ask to see the Homes Manager or the General Manager at any time and your concerns will be treated in the strictest confidence.

Complaints Procedure

Many people are reluctant to complain. The Charity 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 property or about services provided by the Charity.

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 Homes Manager for example, the following complaints procedure should be adopted.

- Minor matters, such as small maintenance items, should be referred to the Homes Manager. They should be attended to straight away.
- If the Homes Manager is unable to resolve minor matters; or, if there is a persistent problem, the resident should contact the General Manager. You should be prepared to put your complaint in writing at this stage. The Trustees wish to emphasise that all communications about complaints will be treated as confidential.

- If the General Manager is unable to deal with your complaint satisfactorily; or, if you have a complaint about staff employed by the Charity, 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, if you wish to exercise that right, be entitled to attend when your complaint is being discussed, accompanied by a friend, advocate or professional advisor.
- Trustees will write to the resident to advise of the action taken to resolve the complaint and to notify the decision made.

Housing Ombudsman

If you remain dissatisfied with the Trustees' decision, you have the right to take your complaint to the Housing Ombudsman Service whose address is:

Housing Ombudsman Service
81 Aldwych, London WC2B 4HN

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

You will need to give the Ombudsman your full name, address and telephone number and set out the details of your complaint. The Ombudsman will only be able to consider your complaint if he/she is satisfied that the Charity's own procedure for handling complaints has been exhausted.

Useful Contact Numbers

Hospital

Eastbourne & District General Hospital,
Kings Drive, Eastbourne BN21 2UD
Tel: 01323 417400

Police Station

Hammonds Drive, Eastbourne, BN23 6PW
Tel: 01273 475432
This police station front office is open only for appointments; to book an appointment or speak to a local officer call 101
Your nearest alternative is at 1 Grove Road, Eastbourne, BN21 4TW, and is open from 9.00am-5.00pm Monday-Saturday (closed on bank holidays)
Emergency number: 999
Non-emergency number: 101
Sussex non-emergency number: 01273 470101

Fire Service

East Sussex Fire & Rescue Service,
20 Upperton Road, Eastbourne BN21 1EU
Tel: 0303 999 1000
Fax: 01323 725 574
Email: enquiries@esfrs.org
Emergency number: 999

Council

Eastbourne Borough Council,
1 Grove Road, Eastbourne BN21 4TW
Tel: 0845 300 6715 (to claim Housing Benefit or Council Tax reductions)

Citizens Advice Bureau

Unit 6, Highlight House, 8 St Leonards Road, Eastbourne BN21 3UH
Advice Line: 01323 417177

Wealden & Eastbourne Lifeline

Greencoat House, 32 St Leonards Road, Eastbourne BN21 3UT
Tel: 01323 644422
Lines are open 24 hours a day, 7 days a week – if it is an emergency press the button on your pendant or Lifeline Unit

Age Concern

The William & Patricia Venton Centre,
Junction Road, Eastbourne BN21 3QY
Tel: 01323 638474
Opening times: Monday-Saturday 9.30am-4.00pm

Age UK

Age UK East Sussex Trading Office:
RVS Russell Centre, 24 Hyde Road, Eastbourne, East Sussex BN21 4SX
Tel: 0800 012 6356
Opening times: 9.30am-3.00pm
Sussex Age UK line: 01273 476 704
Opening times: Monday-Saturday 9.00am-5.00pm
Age UK Shop: 19 Albert Parade, Eastbourne BN21 1SD
Tel: 01323 412485

Eastbourne Buses

Stagecoach East Sussex, South East Bus Station, St George's Lane, Canterbury, Kent CT1 2SY
Customer Services - Tel: 08456 00 22 99 or 01227 812409 Monday-Saturday 7.30am-5.00pm
Tel: 0871 200 22 33 (timetable enquiries: calls cost 10p per minute plus network extras)
Fax: 01227 768963
Email: eastsussex.enquiries@stagecoachbus.com
Disability Helpdesk: Tel: 08456 00 22 99 or 01227 812409 (Typetalk calls welcome)
Email: KentSussex.Disabilityhelpdesk@stagecoachbus.com

Brighton & Hove Buses

Brighton & Hove Bus and Coach Company, 43 Conway Street, Hove, East Sussex BN3 3LT
Tel: 01273 886200 (Monday-Friday 7.00am-7.00pm, Saturday 8.30am-5.30pm, Sunday and Bank Holidays 9.30am-4.30pm)
Fax: 01273 822073
Email: info@buses.co.uk

Sovereign Centre

Royal Parade, Eastbourne, East Sussex BN22 7LQ
Tel: 01323 738822
Opening times: Monday-Friday 6:30am-9:30pm and Saturday and Sunday 7.00am-6.00pm

