

We can provide this information in a larger print, on audio tape, in Braille, on computer disk or we can email it to you. It can also be translated into Community Languages. To ask for any of these contact your Warden.

This is Rochdale Boroughwide Housing's Sheltered Housing Tenants Handbook. If you want this translated to another language, please contact the Customer Involvement Team on 01706 273820.

یہ راجڈیل براؤنڈ ہاؤسنگ کی شیلڈڈ ہاؤسنگ ٹیننٹس ہینڈ بک (شیلڈڈ ہاؤسنگ کے کرایہ داروں کے لیے رہنما کتابچہ) ہے۔ اگر آپ کو اس کا ترجمہ کسی اور زبان میں چاہئے ہے تو براہ مہربانی ٹیننٹ پارٹسپیشن یونٹ کو 01706 273820 پر فون کریں۔

ইহা রচডেল ব্যারাওয়াইড হাউজিংয়ের শেল্টার্ড হাউজিং (বৃদ্ধ ও অক্ষম ভাড়াটিয়া লোকদের বাসস্থান, যেখানে প্রয়োজনে সাহায্য পাওয়া যায়) ভাড়াটিয়াদের জন্য একটি নির্দেশিকা পুস্তক (হ্যান্ডবুক)। আপনি অন্য কোন ভাষায় ইহার অনুবাদের কপি পাইতে চাহিলে দয়া করিয়া 01706 273820 নম্বরে টেনেন্ট পার্টিসিপেশন ইউনিটের সঙ্গে যোগাযোগ করুন।

Jest to podręcznik wydany przez Rochdale Boroughwide Housing's dla najemców mieszkań chronionych. Jeśli potrzebujesz przetłumaczenie w innym języku, proszę się skontaktować z Tenant Participation Unit na numerze 01706 273820.

Este é o manual para inclinos dos alojamentos para idosos do Rochdale Boroughwide Housing. Se desejar lê-lo numa outra língua, queira contactar o Tenant Participation Unit no 01706 273820]

Voici le Manuel pour Locataires des logements-foyers du Rochdale Boroughwide Housing. Si sous souhaitez le lire dans une autre langue, veuillez contacter le Tenant Participation Unit au 01706 273820]

This handbook was published in 2010, using recycled paper and vegetable based inks



Rochdale  
Boroughwide Housing

Delivering Excellent Services -  
Building Stronger Communities

## Sheltered Housing Tenants' Handbook

Your guide to the  
Sheltered Housing service



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## Welcome to your new home in Sheltered Housing

Your new home is part of a Sheltered Housing Scheme. This is supported by an on site Warden who will be on duty during office hours Monday to Friday. It is also supported by a Mobile Warden Service, which can be called using the Warden call equipment in your home and around the Scheme at any other time and when the Warden is not on duty at the Scheme.



## Agreeing to live in Sheltered Housing

By agreeing to live in Sheltered Housing you accept the support of the Warden Service and Warden Call System.

### The Name and Address of your Sheltered Housing Scheme is:

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### Your Warden's hours of duty are:

.....

### Telephone Number:

.....

## Our mission statement

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The Warden Service is part of Rochdale Boroughwide Housing and provides trained and supported staff utilising advances in technology. We support tenants to live independently within the local community in a safe and secure environment.

We respect and encourage choice, and offer support and assistance in co-ordinating the help of other organisations as necessary.

## Service standards that you can expect

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We have a number of standards that the Sheltered Housing support service aims to meet.

- When you move into your new home the Warden will visit you to explain the service we provide.
- When the Warden is on duty you will be contacted each morning (Monday to Friday – excluding Public Holidays).
- If your Warden is not on duty, you will be contacted by another Warden or a Mobile Warden.
- If you require a Warden to attend in case of emergency, you can activate your alarm system by pressing the red button on your speech module in your lounge, by pulling your pull cord or pressing the button on your Amie.
- If you activate your alarm you will get a response, and if required a Warden will attend.
- Shortly after moving into the Scheme, your Warden will work through a tenant support plan and risk assessment with you. This will be reviewed every 6 months or more often if required.

**96.5% of all alarm calls will be answered within 60 seconds of being placed to the Warden Service or Control Centre.**

## Who does what in your scheme

At each Sheltered Housing Scheme there is a team of people working together to provide support to allow you to live as independently as possible. The team is made up of Wardens, Mobile Wardens, Domestic and Control Centre Operators. Each has their own role.

### The role of your Warden is:

- To provide daily (Monday to Friday) support and contact with you to ensure your well being.
- To support and encourage independence by assisting you to get services to support you to live in Sheltered Housing for as long as possible and to ensure you live in a safe, comfortable, secure environment.
- To oversee all aspects of the management of the Scheme including ensuring the operation of the Scheme's Warden call and fire alarm systems, ensuring the security of the scheme is maintained, and liaising with all necessary contractors, Housing and Council personnel when necessary to achieve this.
- To co-ordinate the support of all the other people who help you to remain independent including GPs, Community Care Personnel, Health Personnel, Benefits Officers, relatives and friends and anyone else who acts on your behalf.

- To liaise with the emergency services in the event of an emergency on the Scheme. The Warden will also contact anyone you may wish to help or support you following an emergency.
- To support the tenants group and help arrange social activities.
- To support you to contact social organisations outside the Scheme and help you get there by arranging transport.

**Please note that you can also activate the alarm system using a speech module in all the communal areas of the Scheme**

- In an emergency, collect prescriptions, medication and assist you with meal preparation and personal care. However if this becomes a routine need, your Warden will contact adult care on your behalf, who may arrange Community Care Services.
- Your Warden will NOT be able to administer medication or act as a night sitting service.

**Please remember to always wear your Amie in the Scheme even when you are having a bath or in the shower. You can also wear it in the garden or grounds of the Scheme.**

## The role of your Mobile Warden Service is:

- To provide support and cover when your Warden is not on duty. When this happens the Mobile Warden Service will have the same role as described in the role of the Warden (as described on pages 6-7).
- The Mobile Warden Service will provide support and reassurance 24 hours per day, 365 days per year. This will include Weekends, Public Holidays including Christmas and Easter.



## The role of the Domestic is:

- To ensure that all communal areas of the Scheme are cleaned regularly.
- To undertake some duties dealing with visitors at the Scheme in the absence of a Warden.



## The role of the Control Centre

Rochdale Boroughwide Housing has a contract with an external Control Centre to deal with calls you make using your alarm system.

If your Warden is not on duty, the Control Centre must pass your call onto another member of the Warden Service.

## The Control Centre operators will:

- Speak to you over your speech module to establish the problem.
- Ask you if you would like a Warden to visit you.
- Ask you if you would like them to contact someone else to come and support you.
- Pass on messages to the Warden Service. For example, if you are going out and don't require a visit.
- Call the emergency services in an emergency or call your doctor if you are not feeling well.

**Please note that if the main Scheme doors are left open for more than three minutes, a silent alarm sounds to the warden or Control Centre.**

## Your Sheltered Housing alarm equipment

All Sheltered Housing Schemes are fitted with modern call equipment. This equipment enables you to contact a Warden or the Control Centre at all times if you need help and support.

### Your equipment is made up of:

- A Speech Module in your lounge (which you can activate by pressing the red button or pulling the cord)
- A pull cord in your bathroom
- An Amie
- Other equipment (can be arranged if needed)



**Please remember to always wear your Amie whilst you are on the Scheme including in the bath or shower.**

**If you are living with another person then you can each have an Amie. Please see your Warden for details.**

## Using the equipment to contact the Control Centre or Warden

When you move into your Sheltered Housing Scheme your Warden will explain and demonstrate how to use your equipment. However, we have listed some points to note below:

- Please make sure you pull your pull cord once. If you have pulled the cord successfully on your speech module, the button will light up and a “beeping” sound will be heard. If you pull the cord on the ceiling switch in your bathroom the top of the switch will “beep”. The top of the ceiling switch will also light up.
- The speech module/ceiling switch will continue to beep until it is answered and then cleared by either the Warden or Control Centre.



**It is important to remember that the end of the pull cord must touch or be near to the floor. Never wrap a pull cord around a speech mobile**

- The Warden or Control Centre Operator's voice will always come through the speech module in your lounge.
- If the Control Centre or Warden cannot make contact with you over your speech module this is classed as a 'no response' call which is always dealt with immediately.
- When you press your Amie a small red light will illuminate. You can activate your Amie anywhere in the Scheme or its grounds. If you activate your Amie outside your flat the Warden or Control Centre will not be able to speak to you over your speech module and will class this as a "no response" call.



**'No response' calls will always be dealt with immediately.**

**You can wear your Amie around your neck, on your wrist or on your belt or lapel. Please ask your Warden for full details.**

## **What happens when you contact the Control Centre?**

If your Warden is not on duty when you activate your alarm system, your call will go through to the Control Centre. Your speech module will 'beep' for a few moments and then a short tone will be heard as the Control Centre Operator opens speech to your speech module.

The Operator will then answer your call by addressing you by your name. Because of information programmed into the Control Centre computer, they will know your address, telephone number, age, GP details and your next of kin. They will also have brief details of any illness or disability.

The Operator will ask you the reason for your call. They will ask you if you need some assistance or support from the Warden Service or anyone else. They will then assess the situation very quickly and call a Mobile Warden. In certain situations, the Control Centre Operator may call your next of kin, your GP or the emergency services.

The Control Centre Operator will keep in regular contact with you or stay on the line with you until help arrives if you require them to do so. If the Operator cannot hear you speak they will treat this as a 'no response' call and send a Mobile Warden immediately.

## cancelling a check visit

If you do not want a check visit from the Warden Service, contact the Control Centre before the normal time of your check visit.

## Tell us if you plan to be away for more than a day

If you are going on holiday or you will be away from the Scheme for more than a day please contact the Control Centre no more than 30 minutes before you depart.

**It is important to remember that your support charges includes the charge for the Control Centre – so don't be afraid to use this part of the service**

Please can you let the Control Centre know when you expect to be back. When you return please contact the Control Centre by pressing your speech module to let them know you have returned.

## Testing the Equipment

Your alarm equipment is your guarantee that you can get help quickly when you need it. Therefore it is essential that your alarm system is working properly at all times. Your Warden will test your equipment every month. However you can also test your equipment yourself by pressing your speech module, or your Amie or pulling your pull cord. Please let the Control Centre know when they answer that you are testing your equipment. Occasionally your visitors may also accidentally activate your alarm. Please inform the Control Centre that it was an accident when they answer your call.

## Replacing batteries

The battery in your Amie pendant is a long life battery. Please test your Amie regularly by placing a test call to the Control Centre or Warden. If you notice your Amie is not working, please contact your Warden immediately. If your Warden is not on duty, please contact the Control Centre by pressing the red button on your speech module.



## Entering and leaving the Scheme

- You can answer a caller at the door entry panel using your speech module by pressing the speaker symbol on the unit. Once you are happy to let the caller in, you can unlock the door entry system by pressing the key symbol on the unit. If you want to cancel the call you can do this by pressing the crossed out key symbol on the unit.
- You can also see who is at the door by pressing the pre-programmed channel on your TV.

This relates to the flats in the main Scheme and NOT the bungalows.

**Please note that you must never let a caller in through the door entry unless you are fully satisfied you know them or know who they are. If you have any doubts do not let them in and contact the Control Centre or Warden by activating your alarm.**

## How many key fobs do I get?

When you move into a Sheltered Housing Scheme in the main block, you will be allocated two key fobs. Tenants who are allocated a bungalow will get one fob. These will get you into the Scheme through the main door entry. The key fob will also work on other key fob readers at other points around the Scheme.

### What if I lose my key fob?

Should you lose your key fob you must let the Warden know immediately. If the lost key fob gets into the wrong hands it can be used to easily get into the Scheme. If the Warden is not on duty then please activate your alarm and get the Control Centre to send a Mobile Warden. The key fob will need to be deleted from the system as soon as possible to prevent it being used. You will then be allocated another key fob which you will have to pay for.

## What if I want to have more than two key fobs?

Sometimes you can be issued with additional fobs. Please ask your Warden for more information.

Additional key fobs can be purchased. However, if you no longer need additional fobs, you may return them to the Housing Office.

Your key fob will only work on the Scheme in which you live.

**Please note that if main Scheme doors are left open for more than three minutes a silent alarm alerts the Warden or Control Centre**

## Always ask for ID before you open the door to callers

All employees of Rochdale Boroughwide Housing and Rochdale Council carry identification badges.

Always make sure you ask to see a caller's badge before you allow access to the Scheme or your property.



## Information about you

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### Confidentiality and data protection

Information held by the Warden Service and Control Centre is treated as confidential and covered by the Data Protection Act 1998. Information may need to be shared with other parties so we can deliver support and emergency services to you. All records held about you on the Scheme are locked in a cabinet in your Warden's office and only authorised people have access to these records. You have the right to request a copy of any information we hold about you under the Data Protection Act 1998. Just ask your Warden for more details.

### Tenant records on the Scheme

There are personal files kept whilst on the Scheme. The file will include details such as next of kin, details of your GP, details of any care plans or other service providers within Community Care. The Warden Service may need to check these details when attending to a call from you. If there are changes to any of these details – for example if you change your GP, please let your Warden know as soon as possible.

### Tenant records at the Control Centre

Information from your personal file will be shared with the Control Centre. The Control Centre Operators will use these details when co-ordinating a response to you when you activate your alarm, and go through to the Control Centre. This information will only be shared with the staff that need to know as they are attending to your call.

### Tenant support plans

Within the first few weeks of your move into Sheltered Housing your Warden will complete a Tenant Support Plan with you. The support plan will help us to identify any support you need to enable you to live independently and in safety and comfort. Your Warden will help you and your relatives or other people who support you to co-ordinate existing services and identify additional services you require. Your support plan will be reviewed every 6 months or sooner if required. If you would like a review sooner please ask your Warden.

### Supporting People

Supporting People fund 'housing related support' which includes the Warden Service and Alarm Service. They do not fund 'care', this is through Rochdale Council's Adult Care Service. Under legislation introduced in 2003 called 'Supporting People', we are required to record and monitor the services we provide to you and to demonstrate that they are appropriate to your individual support needs and wishes. The Support Plan we develop with you will form part of this evidence. Only authorised persons will be able to see your support plan and this will be for the purpose of reviewing or developing services for you. In addition, authorised officers from the Supporting People Team will also be able to have access to your plan. However this will always be made anonymous so they do not know who it is about. If the Supporting People Team request this, we will inform you immediately. You have the right to refuse access to your support plan.

## Risk assessments

In addition to the Tenant Support Plan your Warden will undertake a risk assessment with you. The assessment will identify any risks you may face and your Warden will work with you to balance promoting your independence with effective risk management.

## Health and safety on the Scheme

It is very important that the Scheme and its grounds are a safe place for you to live and for visitors to come to. If you notice any health and safety issues or you have any concerns at all about health and safety, please contact your Warden immediately. If your Warden is not available or you would like to consult a manager, please contact the Warden Services Management Team on 01706 273992. Rochdale Boroughwide Housing also carry out routine checks periodically.

### Water Hygiene

- If for any reason the water in your home has not been used within a seven day period we recommend that you flush all hot and cold water outlets in your property (ie taps, toilets, showers) for a minimum of 3 - 5 minutes.
- We would recommend that if you have a shower fitted in your property that you clean the shower head at least once every three months with a suitable product available from any high street supermarket.
- We would recommend that the hot water temperature at the kitchen sink is between 50°C and 55°C.

**If you wish to discuss any Health and Safety issues, policies or procedures, please contact the Rochdale Boroughwide Housing Health and Safety Officer on: 01706 273917.**

## Reporting repairs to the call centre

When a repair needs reporting we ask that, if possible, you report your own repair as you are the best person to provide all the correct information.

If you are not able to report your own repair, your Warden will help you. The repair will then be logged and dealt with in exactly the same way as if you had reported it yourself. Once the repair has been reported it will be logged on the system at the Repairs Call Centre and given the appropriate priority.

**An emergency will be responded to within 24 hours, for example – No heating in winter. Rochdale Boroughwide Housing 24hr repair call centre phone number: 0845 076 3636**

All Rochdale Boroughwide Housing staff who carry out repairs are required to wear ID badges. Never let a member of staff in before you have seen their ID badge.

If the repair has not been carried out within the deadline set by the services or if you are not satisfied with the work carried out, please consult your Housing Officer as soon as possible.

### Your Housing Officer is:

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### Their phone number is:

.....

**If you want to report a repair or have any queries about your housing repairs, please contact the Repairs Call Centre on 0845 076 3636 - DAY OR NIGHT**



## Facilities in Sheltered Housing

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- **Communal Lounge**

All Sheltered Housing Schemes have a communal lounge which can be used by all tenants who live in the Scheme. There may be a number of activities or events held in the lounge. Your Warden will inform you when events will take place. If you want to find out more about attending or joining in with activities within the Scheme, please ask your Warden.

- **Communal Laundry**

Your Scheme has a communal laundry for you or your carer to wash your laundry. However, only people who live in the Scheme can use this facility. If you have any difficulty with the washing machines or if you need any other support to use the laundry, please consult your Warden.

- **Bungalows**

Please remember if you live in a bungalow attached to the Scheme you have full access to all facilities within the main building.

- **Guestroom**

Some Schemes have a guest room which can be used by tenant's relatives for a short period of time. It means someone close to you can stay during difficult times or times of illness. Please ask your Warden for details of how to reserve this facility. If you need the use of the guest room and have not been able to see your Warden or if you need the use of the guest room in an emergency, please contact the Mobile Wardens by pressing your alarm.

- **Pets in Sheltered Housing**

If you live within the main building of the Scheme, you may only keep caged pets, eg budgies etc. However, if you live in a bungalow or outlying property, then you may keep a dog or cat but you need to get permission. Please see your Warden for further details.

- **Social Activities on the Scheme**

Many Schemes have social events going on throughout the year – such as health and welfare events, bingo, quizzes, coffee mornings, talks, musical events to name but some. Your Warden or Social Committee will let you know in plenty of time about forthcoming events and details may also be placed on the notice board. Please see your Warden for full details.

- **Tenant Committees**

Many Schemes have their own committee to organise events and develop the social side of the Scheme. Please ask your Warden for details. You can also contact Rochdale Boroughwide Housing Customer Involvement Team on 01706 273820 who will be glad to help you set a committee up or develop an existing group.

- **Facilities Outside the Scheme**

Your Warden will be happy to support you to use social or other facilities outside the Scheme.

- **Libraries**

Mobile or visiting libraries may come to your Scheme or there may be a collection of books held at your Scheme. Please consult your Warden if you would like to use any of these services.



## Have your say

### Tenants and Residents Associations

Some Sheltered Housing Schemes have set up Tenants and Residents Associations (TRAs). These associations are formally constituted and have elected committees to discuss issues associated with living in Sheltered Housing. Tenants can approach these committees to help with any problems they may have.

For further details of your Tenants and Residents Association meetings, please ask the Warden. If you do not have a Tenants and Residents Association and would like to set one up within your Sheltered Housing Scheme, please contact:

**Customer Involvement Team**  
**Tel 01706 273820**

**For details of Tenants and Residents Association meetings please ask your Warden**

## **Older Persons User Forum (Age Concern)**

The Older Persons User Forum meets regularly to discuss all aspects of being supported as an Older Person. Please contact 01706 370419 for further details.

## **Carers Resource**

Rochdale Metropolitan Borough Council has a Carers' Officer to help support those people who care for people at home. The Carers Officer advises on a wide range of issues associated with caring or supporting someone at home. For further details please contact the Carers' Resource on 01706 925808, freephone 0800 0910558 or email: [thecarersresource@rochdale.gov.uk](mailto:thecarersresource@rochdale.gov.uk).

## **Tenant Consultation**

There are many different ways that you can work with us to help us improve our Sheltered Housing services. This could be taking a few moments to complete a survey, joining one of our working groups or attending a one-off meeting to name just a few.

If you would like to know more please phone our Customer Involvement Team on 01706 273820.

## **Charges and payments**

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Living in Sheltered Housing means that you may be required to pay support charges in addition to your rent. The support charges are to pay for the Warden Service, Social Alarm System and Control Centre. The amount depends on each tenant's circumstances. However, if you are in receipt of Housing Benefit, waiting to hear about a claim for Housing Benefit, or your Sheltered tenancy started before 1 April 2006, you may not have to pay the charge. To find out more please ask your Warden to arrange for the benefits advisor to see you.

For more information about a fairer charging assessment phone the Supporting People Team on 01706 926718.

## **Adult Care Cost Recovery**

If you have difficulty paying the charges help may be available.

For further details please ask your Warden or contact the Supporting People Team on 01706 926718.

We will always try our best to help you.

## Compliments and comments

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### Compliments and complaints

We welcome any compliments or comments about our services. Your feedback will help us to make sure that we are delivering the right services in the right way for you.

### Complaints

Please tell us if something is wrong or is causing you problems so that we can take steps to put it right.

The simplest way to sort out a problem is to discuss it with your Warden or Housing Officer. Many problems can be quickly resolved in this way, without the need to go further. If they are not able to resolve the issue to your satisfaction or you would prefer not to raise the issue with them then you can make a complaint:

### How us to send us your feedback

- **In writing (either on one of our Compliments, comments or complaints forms.) These are available at your Scheme and any RBH Housing Office or Council Customer Service Centre. Alternatively, you can send a letter to the Customer Feedback Co-ordinator, Rochdale Boroughwide Housing, PO Box 69, The Old Post Office (Floor 2), The Esplanade, Rochdale OL16 1AE**
- **By email to [rbh@rbhousing.org.uk](mailto:rbh@rbhousing.org.uk)**

- **By telephone to any Housing Office or on our Customer Feedback line 0845 123 5628**
- **In person at any Housing Office/Council customer service centre**
- **Online at [www.rbhousing.org.uk](http://www.rbhousing.org.uk)**

We aim to acknowledge your complaint within 3 working days and send you a full reply within a set timescale, this is currently 15 working days.

For more information see our 'Compliments, comments and complaints' leaflet.

## If you feel you are being mistreated

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There are a number of ways in which a person may be mistreated, harmed or distressed.

- **Physically eg assault, threats of assault, neglect, abandonment, misuse of medication**
- **Verbally or emotionally**
- **Sexually**
- **Racially**
- **Financially**
- **Any infringement of civil rights or liberties**

We will always treat all callers with dignity and privacy and will treat information as confidential.

One person can mistreat, harm or distress another for a number of reasons. The people who mistreat may not be strangers, it could be:

- **A family member or friend**
- **A neighbour or other tenant**
- **A paid carer or a health or care professional**
- **A member of staff in your Sheltered Housing Scheme**

If you have any concerns about mistreatment please speak to your Warden or a member of the Warden Management Team.

Or alternatively you can contact the Supporting People Team on 01706 926718

## Fire Safety

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Most Sheltered Housing Schemes are fitted with a fully integrated fire alarm system. This means a monitoring centre immediately knows when a fire alarm is set off and automatically calls the Fire and Rescue Service. The door entry is fitted with an automatic system which unlocks the front door when the fire alarm sounds. The Scheme's fire alarm system is fitted with smoke detectors and heat detectors which will set off the system.

**Please ensure that when you are cooking or making toast you are careful not to set off your smoke detector.**

**Never wedge open or block fire doors or escape routes.**

**There are heat and smoke detectors fitted in your home.**

## For people living in the main Scheme

The fire alarm is tested once per week at the same time and day. Your Warden will inform you when this is. If you hear the alarm at any other time there may be a fire in the Scheme so you must always follow the fire drill. Please check where your designated area is.

If the fire alarm sounds and you are near a fire exit or you can get to one safely and easily, please exit the building and assemble as far away from the building as possible **DO NOT RETURN TO YOUR HOME.**

If the fire alarm sounds and you are in or near your home please remain in or go back into your home and shut your door (don't lock it) and wait to be contacted by a fire officer or Warden. **DO NOT LEAVE YOUR HOME.**

All new tenants are fully informed of the fire procedures. Please ensure you regularly ask your Warden to go through the procedure with you.

**Please note that in an emergency you should contact the Police, Fire or Ambulance services by dialling 999, or you can contact the Control Centre by pressing your alarm and asking them to contact the emergency services for you.**

## Decorating

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When you move into your new home you may want to decorate it. If you are using wall scrapers, steam wall paper strippers or other equipment for getting paper or paint off the wall, please take extreme care when working near or around the speech module on your lounge wall or any other part of the social or fire alarm equipment. Remember, if you accidentally damage this equipment or if water or paint gets inside, this could cause a fault with the equipment and cause the whole of the Scheme's system to fail.

Please take care when decorating near equipment.

Please remember to contact your Warden to de-activate the Fire Alarm system or offer advice on covering equipment whilst decorating.

## People who need help to communicate with us

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Your Warden can contact Interpreter Services to help you communicate with any of our staff. This consists of Community language and Sign language interpreters.

To contact the service while your Warden is not on duty, please activate your alarm. The control Centre staff can also access the Interpreter Services, so you can get your message across.

## Useful Contacts

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### **Contacting the Warden Service Management Team**

The Service is based at:

The Old Post Office

The Esplanade

Rochdale

OL16 1AE

Tel: 01706 273992

### **Contacting Rochdale Boroughwide Housing**

The Service is based at:

The Old Post Office

The Esplanade

Rochdale

OL16 1AE

Tel: 0845 070 5170

### **Contacting the Supporting People Team**

The Team is based at:

Floor 4

Municipal Offices

Smith Street

Rochdale

OL16 1WB

Tel: 01706 924016

### **Contacting the Head of Adult Care**

Director of Adult Social Care:

Sheila Downey

She is based at:

Brook House

Rochdale

OL16 1YQ

Tel: 01706 923001

## Handy telephone numbers

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Contact	Telephone number
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Age Concern (Rochdale) .....	01706 712515
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Benefits Enquiry Line .....	0800 88 22 00
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British Gas – Gas Emergencies .....	0800 111 999
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Citizens Advice Bureau .....	0844 499 1191
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Complaints Co-ordinator .....	0845 123 5628
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Greater Manchester Police .....	0161 872 5050
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### Hospitals

Fairfield .....	0161 764 6081
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Rochdale Infirmary and Birch Hill .....	01706 377777
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North Manchester General.....	0161 795 4567
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Royal Oldham .....	0161 634 0420
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NHS Direct .....	0845 4647
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### Ring and Ride

Enquiry Line.....	0161 652 0248
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Bookings.....	0161 624 4494
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RSPCA.....	0870 5555 999
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Samaritans .....	01706 868686
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United Utilities (Water).....	0845 746 2200
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Contact	Telephone number
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Victim Support.....	01706 355523
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### Rochdale Boroughwide Housing

Repairs Call Centre .....	0845 076 3636
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Transco (Gas Leak) .....	0800 111 999
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Electrical Emergency .....	0800 195 4141
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### Brook House

Equipment .....	0845 123 5630
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Adult Care/Initial Access Team.....	0845 602 4991
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## Your handy telephone numbers

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Contact	Telephone number
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