



Residents' Handbook

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Section 1 – Introduction

The Tattershall Bede House charity would like to extend a very warm welcome to you as a new resident. We hope that you will settle in quickly and be very happy here. This handbook sets out useful information about the charity and its general administration and management. It also explains your responsibilities as a resident. Please do not hesitate to speak to the clerk if you need further information on any matters.

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. It may be necessary to amend these rules and regulations from time to time but any changes will be discussed with residents beforehand when you will be given the opportunity to express any views or concerns.

The almshouse is your home and every effort will be made to help you remain independent, free to choose your own lifestyle, and able to benefit from the quiet enjoyment and dignity

that the almshouses provide. I am 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 have tried to minimise these rules and regulations which have been designed for the benefit of all residents and to ensure the efficient management of the charity.

Once again, a very warm welcome.

List the names of the chairman, trustees, the clerk and other key figures.

Chairman: Graham Harness

Trustees: Stan Avison, John Meanwell. Val Green, Juliet Walker, Kim Parker

Clerk: Kathleen Roberts

Ebony, Armtree Road, Langrick, Boston, PE22 7AQ 01205 280843

[Emergency out of hours numbers](#)

[XXXXXXXXXX all beneficiaries have details.](#)



Section 2 – History, Governance and Management

Historical Note

Tattershall Bede Houses AD 1440 Restored 1967

The Bede Houses existed in Tattershall many years before Ralph 3rd Baron Cromwell built the present Castle and Church. There are records dating back to 1398 Ralph(1st Baron) died, in his widows estate, there appears an entry recording repairs “at le Wortyarde belonging to le Bedehous” and in her will dated 1416 careful provision is made for the Bede House Inmates at the time recorded as”12 poor men and women with a woman as their servant “ making 13 persons living in what is now in 2024 5 single persons dwellings.

A full copy of the Souvenir Handbook by J Courtney Marshall can be requested from the clerk to the Trustees.

Constitution

Tattershall Bede Houses are 5 single storey almshouses with a lounge, single bedroom, kitchenette & shower. The homes are listed as being for "impoverished" residents living in Tattershall. The homes rarely come up for occupation & when they do are advertised locally. There are 7 trustees responsible for the grade II properties. There are no services. The residents live independently.

The charity is a registered charity / governed by a Charity Commission Scheme – registered charity number 242378

Management

The charity is governed by a board of volunteer trustees. Day-to-day management of its affairs is delegated to the clerk
Trustees will visit once or twice per year, the Bede house beneficiaries must be able to look after themselves and manage their own finances etc.

The Almshouses

The charity manages unfurnished dwellings which are designed with the needs of older people in mind.

The principle behind everything that the charity does is that residents should enjoy independence and the 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.

Residents may expect to continue in occupation as long as they need the accommodation providing they continue to qualify as a beneficiary, are able to look after themselves, and their appointment as a beneficiary is not set aside. If a resident's health deteriorates they must be willing to accept advice and guidance, either from their own doctor or a medical consultant appointed by the clerk/trustees. The clerk/trustees will also consult with the next of kin, Social Services and other agencies if necessary.



Section 3 – Health and Safety

Doctor and Dentist

If you do not have a general practitioner (GP), the clerk will endeavour to give you the names of GP practices in the neighbourhood. The name of your GP must be given to the clerk.

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 clerk to be made aware of it so that appropriate action can be taken in an emergency. Anything you tell the clerk will be kept in confidence within the charity.

‘Message in a Bottle’ is a free system that encourages people to keep their basic personal information and details of their current medication in a common place where it can be found in an emergency. The small plastic container is kept in the fridge where emergency services will find it. They will know residents use this system by two discreet labels. One is fixed to the front entrance of the resident’s accommodation, the other is displayed on the fridge where the information is kept. This scheme is run by Lions Clubs International and you can request a kit from your local Lions Club

The Emergency Call System

If the charity provides a Telecare system it makes sense to wear the alarm pendant whenever you are in your almshouse in case of emergency. Please do not tie up the orange pull cords. If you fall, you may not be able to reach them. NOT AVAILABLE AT BEDE HOUSES

Emergency Contact Details

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

Please therefore provide the trustees with authority to contact your doctor and next of kin directly in the event of emergency by signing the ‘GP Authorisation Form’ and ‘Next of Kin Information Form’ which may be obtained from the charity.

It is important that you let the clerk/warden have details (names, addresses, and telephone numbers) of these essential contacts. If the details change from time to time, please remember to inform the charity.

Fire Precautions

Beneficiaries must be responsible for their own evacuation of the dwellings.

The almshouses comply with the appropriate fire regulations and ensure that every resident knows what to do and where to go in the event of an emergency. **Emergency safety area is clearly marked first the Bede House Car park if this area is under threat of Fire the Porch of Holy Trinity Church.**

All of the almshouses are fitted with smoke detectors which, on sensing smoke, will trigger the fire alarm. **If a resident is hard of hearing, they should ask for appropriate equipment to alert them in the event of an emergency.**

The clerk will explain to you the fire instructions which apply in the event of a fire.

Evacuation Policy: When you hear the fire alarm, or detect a fire in your property follow the fire procedure. If it is safe to do so, please evacuate the building by the nearest route to the fire assembly point. The exit routes and fire escapes front and back doors must be kept clear at all times. Shut the door of your almshouse behind you and do not attempt to take any personal belongings with you. Wear warm clothing and leave your almshouse immediately.



Avoiding the Risk of Fire

Please be conscious of the risk of fire, for example, regularly checking at night or before going out that appliances have been fully switched off. It is especially important that those who smoke in their own almshouse dwelling do so responsibly and are aware of the risk of falling asleep or getting too close to curtains while smoking. Do not wedge doors open or leave chip pans unattended and use ash trays if you smoke.

Smoking in bed or in the common parts of the building is strictly forbidden. Please be considerate to others and avoid smoking in their presence as the risks associated with passive smoking are now well recognised. If you are expecting visitors, please air the room beforehand so that any smoke can dissipate.

Tattershall bede Houses has a NO SMOKING CLAUSE IN ALL LETTERS OF APPOINTMENT FROM 2017 ONWARDS.

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.

Security

Please consider the following:

DO:

- Keep your front door locked at all times
- Use the spy hole and/or 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 kept in permanent use as this may prevent access in an emergency.

DO NOT:

- Allow a stranger to enter your home without proof of identity. If you are in doubt, please call the clerk a family friend, or the police
- Leave ground floor windows open so that intruders can gain access
- Keep cash or valuables in your home.

BE AWARE OF bogus officials or doorstep salesmen. Always ask for proof of identity.

Keys

Only let people into the house whom you know or are expecting. Never allow anyone claiming to be gas, electricity or water meter readers to enter the dwelling unless an appointment has been agreed. Please refer them to the clerk.

The clerk or a Trustee 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. Chains should only be used when you wish to identify callers before deciding whether to let them in. The trustees may advise on alternative security arrangements.

The Police Crime Reduction Officer will be able to advise on making your home more secure.

Your privacy will be respected. The clerk has strict instructions only to enter your home:

- if you ask her or him to do so, or



- if you have given permission for work to be done in your absence, or
- in an emergency.

Please do not obtain extra keys without first asking the trustees, as this may lessen security.

Stopcock

The water stopcock is located *in black box at the door to the gardens outside No. 3*

Legionella

The risk of contracting Legionnaire's Disease from a domestic property where the water services are regularly used is very low, however the risk increases if the water services have not been used for an extended period. Residents are advised to adopt the following recommended procedures:

Ensure the thermostat on your hot water system is set to a minimum of 65c but be aware that the risk of scalding from outlets that are not fitted with a thermostatic mixer valve is greatly increased.

Any hot or cold tap that is not used within a seven day period should be flushed through for at least 2 minutes on a weekly basis on your return to the property. Avoid splashing to minimise the release of water droplets / aerosols.

Any shower that is not used within a seven-day period should be flushed through for at least 2 minutes on a weekly basis or on your return to the property at both maximum and minimum temperatures. Avoid the release of water droplets / aerosols by either securing a plastic bag over the shower head with a corner cut off to allow water to escape or by removing the shower head and placing the shower hose over the drain outlet.

Any toilet that is not used within a seven-day period should be flushed on a weekly basis or on your return to the property. The lid should be closed to avoid contact with any water droplets / aerosol.

Shower heads should be cleaned and disinfected regularly to ensure no scale or algal build up.

Routine Visits

Residents will be visited in their new home by two trustees or representatives of the charity after they have settled in and thereafter from time to time. This is an opportunity to get to know you better and to address any issues and concerns.

A mutually convenient time will be arranged beforehand.



Section 4 – Terms of Occupancy

Letter of Appointment

Your Letter of Appointment, of which you have a copy, is personal to you and explains that you occupy the almshouses as a beneficiary of the charity. This means that neither you nor any relation or guest of yours is a tenant with the security of tenure that a tenancy offers. No other person is allowed to live at the property.

In exceptional circumstances the trustees could ask you to find alternative accommodation and leave the almshouse (setting aside your appointment). In practice, this occurs very rarely when trustees believe that they have no alternative.

Examples of such circumstances are if:

- A resident is no longer able to look after themselves safely or is not able to live independently.
- The resident consistently fails to pay weekly maintenance contributions (WMC) without good reason.
- The behaviour of the resident is deemed to be unreasonable and anti-social, either in respect of other residents, trustees or members of staff.
- The resident's circumstances change significantly to the extent that they were no longer qualified to live in the almshouses as a beneficiary, or did not have the required qualification when first appointed.
- The resident fails to comply with the rules and regulations made by the charity.
- The resident provided untrue or misleading answers or information in his/her application to be appointed a beneficiary of the charity.

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. The charity may review residents' financial circumstances from time to time. However, residents are 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 reasonable 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 (WMC)

Weekly maintenance contributions are payable in advance on the first of each month by standing order. If you receive Housing Benefit or Local Housing Allowance from the local authority, arrangements may be possible 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.

The amount you pay is a contribution towards the cost of running the charity. Items covered by the WMC include:

- Building repairs and maintenance
- Servicing and repair of water, gas and electrical installations
- Heating costs
- Outside Decoration costs
- Gardening/grass cutting and hedges
- Buildings Insurance

The level of WMC is usually reviewed annually but the charity reserves the right to review this more frequently if it is in the charity's best interests.



Consulting Residents

The trustees will hold meetings from time to time to discuss the running of the almshouses with you and your neighbours. You can also talk to a trustee in private by asking the clerk to arrange this. Consultation and involving the residents in the day-to-day running of the charity's almshouses is a form of participation which will benefit all concerned. Trustees welcome the residents' views on matters affecting their quality of life at the almshouses.

The trustees will consult you:

- Before any changes are made to the rules and regulations applicable to residents
- before any work is done on your almshouse (except in an emergency)
- before making changes to the communal facilities, including the gardens
- before making changes to the amount of weekly maintenance contribution payable
- before anyone enters your home
- if you raise a difficulty with them.

In the event of a pandemic, the clerks/trustees may decide to implement temporary rules for the safety and protection of residents. Where such rules go beyond those implemented by the government or local authority, residents will be consulted on these rules.

Absence from Home

You are expected to be in full time occupation of your almshouse and extended periods away during the year might lead the trustees to conclude that you have less need for almshouse accommodation than others.

Residents must live in the almshouse as their permanent home and not be absent for more than [28 consecutive days in] any year without the prior consent of the charity. If you go away for any period, including overnight stays, please inform the charity of your temporary address and contact phone number. Should you return earlier than planned, please inform the charity

immediately you arrive home as it is important in an emergency to know if any residents are away.

Before going away, please ensure that all food has been put away, taps and appliances have been fully switched off and windows shut. If you are leaving your almshouse during the winter months, please discuss with the clerk how much heating is required to minimise the risk of burst pipes, etc.

Central heating, electricity and hot water

In addition to the weekly maintenance contribution, residents are responsible for paying their own utility bills. Meters will be read prior to occupation. ***(There is a central heating boiler which supplies the heating only to all properties the costs of the gas form part of the WMC).*** Utility suppliers are the responsibility of the individual beneficiary they may choose a provider and he/she should provide the charity with details in the case of emergency. Residents are not allowed to use any heating appliance that has not been supplied by the charity, such as portable gas or electric heaters, as these pose a serious safety risk. The use of paraffin oil is also strictly prohibited.

Each property has its own thermostat and every radiator is fitted with a thermostat which enables residents to adjust the temperature as required in their home.

Improvements to your Home

You must not carry out any internal or external improvements, alterations, repairs or decoration, plumbing or electrical installations to your home without the prior permission of the trustees. No shelves, cupboards, locks or fittings shall be fixed or removed without prior consent. For all major works, the trustees will instruct an architect or surveyor to design and plan the work before placing an order with a building contractor. Payment for improvements is the responsibility of the trustees.



As the trustees have responsibility for the long-term maintenance of the almshouses, they have to consider individual resident's requests for alterations alongside their own maintenance programme. If an alteration would be structurally unsound, reduce the amenities for subsequent occupants, or increase future maintenance costs, it will not be approved. The Bede houses are listed buildings, some alterations will need local authority consent before any work can be carried out.

Whilst at all times the charity will respect the privacy of residents, it is a condition that residents allow reasonable and regular access to their almshouses for repairs and decoration to be carried out. Representatives of the charity will visit from time to time by prior appointment.

Employment

With the permission of the charity, residents may be allowed to work from their almshouse, however they must guarantee that this will not be disruptive for other residents and that it will not involve delivery or storage of items and/or visitors to the buildings.

Visitors – Family and Friends

Visitors are not permitted to stay in an almshouse, except with the consent of the trustees in extreme cases /emergencies only.

Where permission is granted, an occasional overnight stay may be permitted but these must not be regular occurrences. It is vital that trustees are aware of any overnight visitors for safety and security reasons.

Smoking

*Smoking is prohibited in all common areas, including the entrance hall, corridors and common rooms. Residents must comply with the charity's policy on smoking which is **Tattershall bede Houses has a NO SMOKING INSIDE the property CLAUSE IN ALL LETTERS OF APPOINTMENT FROM 2017 ONWARDS***

Pets

Due to the size and situation of the almshouses residents are not allowed to keep pets

Assistance Dogs

Where possible consideration will be given to accommodating accredited assistance dogs for those residents with disabilities.

Mobility scooters

Residents may apply to keep a mobility scooter at the charity's premises. All such vehicles are kept by the residents entirely and solely at the resident's risk. Proof of insurance should be provided to the trustees.



Mobility scooters must not be left unattended when charging and must not block walkways.

Moving Out

If you wish to vacate the almshouse to live elsewhere, you must give the trustees written notice of not less than one calendar month. Maintenance contributions remain payable until the notice period expires and the dwelling is vacated. When the resident vacates for whatever reason, all items belonging to the resident should be removed by him or her forthwith. In the event of the death of a resident, 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 almshouse dwelling without giving notice, they would be liable for paying their WMC for a period of one month after the date on which they vacate as well as utility bills.

Trustees have the right to start the process of setting aside the appointment in the event of non-payment of WMC.

In the unlikely event that any possessions, chattels or goods are, without the written agreement of the charity, left abandoned by the resident in the almshouse after the resident has vacated, the charity will take reasonable care of them for a period of up to three months. After this period the resident

agrees by signing the Letter of Appointment that the charity may sell them and, out of the proceeds, pay any outstanding amounts owing to the charity, including outstanding weekly maintenance contributions and any other expenses, including disposal and removal costs.

Re-Housing

If you wish to move from one almshouse dwelling to another, you should contact the clerk to discuss the matter. While every effort would be made to assist a resident to move if there was a good reason, the decision would depend upon availability and be entirely at the discretion of the trustees.

There may be circumstances, for example during extensive refurbishment or other unforeseen circumstances, when the charity may need to ask you to vacate the dwelling and move, either temporarily or permanently, to another dwelling. 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 clerk to the trustees. All such matters will be dealt with in confidence.



Section 5 – Services Provider

The Clerk/Trustees are not trained carers and cannot therefore offer personal care support. 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. External 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.

However, please remember that the Clerk /Trustees are not available 24/7 please try only to call between 9am and 5pm and they should not be called to attend to routine matters which could be left until the following morning. In an emergency call 999

Gardens

The Tattershall bede house gardens are fully maintained by the trustees no gardens are to be planted up other than pots approved by the Trustees.

Repairs and Decorations

The charity is responsible for both external and internal repairs and decoration (you may emulsion the internal walls only should you wish) . 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 work to be carried out. Workmen will not be allowed to enter your home while you are out unless you have agreed to satisfactory arrangements. An exception will have to be made, however, if an emergency arises such as a water leak.

Insurance

The charity insures the building and its own contents. **There is no option to include the contents of your home. You must insure your own property.**

Please do not keep more cash in your home than is necessary to meet day-to-day expenses and keep valuables out of sight.

Television

Residents need a television licence to use any television-receiving equipment including TV set, set-top box, video or DVD recorder, PC or mobile phone to watch, stream, or record programmes as they are being broadcast. This includes foreign broadcasts.

Free television licenses are only offered to those who receive pension credits who are aged 75 and over.

There are television concessions available to:

- Those who are blind or severely sight impaired
- People who are retired or disabled and live in certain types of accommodation

Trustees must apply for concessionary licences on behalf of their residents. To qualify residents must meet certain requirements. Please refer to the trustees for further details.

Cleaning

You are responsible for keeping your own almshouse clean, including cleaning the windows inside. If cleaning becomes difficult or you cannot clean the windows safely, please advise the clerk who will make alternative arrangements. There is likely to be a small hourly charge if this becomes necessary. Storing excess items presents a safety hazard and in extreme cases of hoarding, trustees may have to consider setting aside the resident's appointment.



Cleaning the outside areas is the responsibility of the charity and the cost of this service will form part of the weekly maintenance contribution. You will be advised when contractors are coming to clean the outside of the windows of your almshouse.

Training

When you move into your home the warden will ensure that you are familiar with:

- action to be taken in the event of a fire
- how to operate all the equipment in your home
- central heating,

Refuse collection and recycling

Refuse is normally collected on *Friday* each week.

The bins are provided and collected by East Lindsey District Council details of dates for each bin is provided by ELDC annually.

Telephones

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



Section 6 – General Information

Electricity Meter Mains Switch and Fuse Box

Your electricity meter is located *(please insert)*

The electricity mains switch is located *(please insert)*

The fuse box is located *(please insert)*

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 each 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 upon your precise circumstances, this could pay your council tax in whole or in part. Please speak to the clerk/warden if you are unsure of your entitlement or need help in completing the claim form.

Housing Benefit/Local Housing Allowance/Universal Credit

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 over-payment.

Eligibility for state benefits changes from time to time. If you need advice on state benefits, please ask the clerk in the first instance as he/she will have some experience of entitlements and benefits. Other sources of

information are the Citizens Advice Bureau and Age UK (give details of local offices).

Parking

Please use the parking area provided.

Please do not park in unauthorised places, or allow your visitors to do so, as their cars may block the way for ambulances or fire engines attending in an emergency.

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 in 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 charity should accept any gift or legacy from a resident. If you want to donate anything to the charity, please speak to the clerk. All such matters will be dealt with in confidence.

Neither staff nor trustees can act as executors of residents' wills.

Next of kin

The name and address of your next of kin, or a nominated representative, should be supplied to the charity. He or she may be contacted should the trustees have concerns about your wellbeing.

Lasting Power of Attorney

It is strongly recommended that you arrange 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 mental incapacity. Again you should seek legal advice from a solicitor.



Local Organisations and Services

Many of the charity's residents take advantage of a rich variety of organisations and services for the elderly in the borough.

These include:

- Age UK
- Lions Club
- Helping Hands*
- Luncheon clubs*

Please speak to the clerk/trustees to find out more about these and other local services available for the elderly.

Social Activities

A welcome sense of community can result from residents taking part in social activities together. Friendships grow and there is a greater readiness to support one another through difficult times. We find that some residents enjoy occasional opportunities to do things together, while others prefer to pursue their interests on their own. There is no pressure therefore to take part in the organised activities available in the villages.

Social Media

Those 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, its trustees, other residents or staff.



Section 7 – If Things Go Wrong

Personal Problems

If you have any personal problems over money or any other matter and you have no family or friends whom you feel able to consult, the trustees will be pleased to help or offer advice if they can. You can ask to see the clerk or any of the trustees and your concerns will be treated in the utmost confidence.

Complaints

If you have any concerns, please bring them to the attention of the clerk who will do their best to resolve them. In the majority of cases, minor issues can be dealt with informally, quickly and efficiently and to the resident's satisfaction. The trustees and the clerk can only resolve problems and improve the service if you speak up when things go wrong.

Set out below is a procedure to be followed if residents wish to raise a complaint in connection with the occupation of their almshouse, or about services provided by the charity.

- Minor matters, such as small maintenance items, should be referred to the clerk or a trustee who will pass this to the clerk
- If the clerk is unable to resolve the matter, or if there is a persistent problem with, loud noise or matters affecting health and safety, the resident should refer it to the clerk in writing. All communications about complaints will be treated in confidence.
- If you are dissatisfied with the clerk's response, you should write formally to the chairman of trustees asking the trustees to

consider the matter. You may, if you wish, attend the meeting when your complaint is being discussed, accompanied by a friend or adviser. The chairman will write to you afterwards to advise you of the trustees' decision and to inform you of any action taken to resolve your complaint.

- If you have a complaint about a member of staff employed by the charity, other residents, or about a serious breach of health and safety regulations, you should put your complaint in writing to the chairman of trustees, 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 adviser.

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.