



# Oadby & Wigston

## BOROUGH COUNCIL

### Sheltered accommodation

#### **Marriott House, William Peardon Court & Chartwell House**

Sheltered accommodation is independent accommodation with the reassurance of a monitored community alarm – called Lifeline – and regular visits to the scheme by Housing Support Workers.

#### **Charnwood Life Line**

Charnwood Life Line provides a 24 hours a day, 365 days a year monitored community alarm service for tenants in sheltered accommodation. If you need to speak to an operator in an emergency then you need only press the button on your pendant or on the base unit. This service can be used to summon your registered 'next of kin' or one of the emergency services such as an ambulance.

It is important that you tell the Housing Support Worker – Sally Lowe or Usha Solanki – if anything significant changes so that we can update your records with Charnwood Life Line. For example if your 'Next of Kin' moves address or changes their phone number.

#### **Repairs**

Your Life Line system cannot be used to report repairs. To report a repair you should contact the Council's Customer Service Centre on 0116 288 8961 (outside of office hours you should call 0800 0839695).

#### **Guest room booking**

We have a guest room at Marriott House and William Peardon Court available from £20 per night.

These rooms are only for the use family members visiting tenants in sheltered accommodation.

How to book the guest room:-

Contact the Customer Service Centre either on 0116 288 8961 or in person at 40 Bell Street, Wigston

Staff will take you through the booking process and will take payment from you in advance of the booking

Keys will be available after noon on the first day of the booking at the Customer Service Centre.

Keys should be handed back by noon on the first working day after the end of the booking at the Customer Service Centre.

Keys not returned will incur extra charges.

If you have any concerns or queries about booking the guest room please do speak with your Housing Support Worker

### **Lounge booking: -**

Booking of the lounge by tenants for activities that benefit all tenants is free. For bookings and full details please speak with your Housing Support Worker.

Other organisations occasionally book the community lounge for activities and these are charged at between £15 - £18.50 per hour.

If in doubt please speak with your Housing Support Worker.

### **Mobility Scooter: -**

Mobility scooters must be parked in the designated spaces. If you do not know where your scheme designated space is then please do ask your Housing Support Worker.

At William Peardon Court a limited number of spaces in a garage are provided at a weekly cost of £7.70.

Mobility scooters are not to be parked in your flat.

### **Heating charges**

Your rent includes an element to pay for heating. You will have to pay this even if you receive help with housing costs through Housing Benefit or Universal Credit.

### **Water charges**

You are responsible for your own water bill at Chartwell House. At Marriott House and William Peardon Court a charge for water is made with your rent. You will have to pay this even if you receive help with housing costs through Housing Benefit or Universal Credit.

### **Electric charges**

You are responsible for organising and paying for your electricity.

### **If you lose your key or entry fob**

The Entry Fob is the black fob used to enter the front door.

If you lose your entry fob or your key we will provide replacements but there will be a charge. Charges start at £10 for a entry fob upto £85 if we have to change a security suited lock.

### **Disposal of unwanted goods**

It is really easy to dispose of large and bulky items. You could ask for help from a friend or family member or you could contact the Council and arrange for a 'bulky collection'. Call 0116 288 8961 to make the arrangement, staff will tell you if you have to pay and on which day you will need to leave the item(s) outside. If in doubt speak with your Housing Support Worker.

### **Household rubbish**

All house hold rubbish is to be bagged and put in any of the large bins in the bin store outside.