

Welcome to Your New Home



Retirement Housing

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1 GENERAL RETIREMENT HOUSING INFORMATION

Welcome to your new home



We hope you settle in and enjoy your new surroundings

This Welcome Pack provides you with some additional general information about your new home and our services.

Settling in Visit

Shortly after you move in, your Retirement Housing Assistant will arrange to visit you at home. She will chat with you to make sure that you have settled into your new home and will help with any matters which you are unsure of.

2 EMERGENCY ALARM INFORMATION

Your new home will either have an emergency hardwired alarm system fitted or we can arrange to make a referral for you for what is called a dispersed alarm system.

The hardwired alarm system is linked by electricity and a back up battery to the Cordia Response Centre and has pull cords, a speech box, no movement sensors and a pendant provided. The speech box means that should you find yourself in a medical emergency and you press your pendant or pull one of the pull cords, you can speak to a member of staff from anywhere in your home. Full information on the operation of the alarm system is found on pages 4 – 7 below.

If you do not live in one of our properties with an alarm already fitted, and you are an older person, vulnerable or feel you would benefit from this extra support, staff can make a referral to Social Work Services for a dispersed alarm to be fitted to your home.

Dispersed alarms only work through a phone line so in order to be considered, you do need to have a phone line connected in your home.

THE HARD WIRED EMERGENCY ALARM SYSTEM

Your home is fitted with a two way speech alarm system which is generally located in the hallway. The system was installed by us in 2011 following extensive consultation with tenants. It is linked to or to Cordia Alarm Services whose call centre is based in the North of Glasgow, Tel: 276 2020.

Cordia staff will respond to an emergency call within 2 minutes of you pulling the cord or pressing your pendant.

They have been provided with the details you have given us regarding who is your GP, the name of your next of kin and/or who to contact in an emergency and any other relevant information. We asked for your permission to pass on this information when you signed your Tenancy Agreement.

Through the Alarm Service you will be able to summons assistance 24 hours a day, seven days a week. It is there to give you peace of mind; to make you feel

safe and secure. When you raise an alarm, it will be answered by specially trained Cordia staff who will be able to answer your call and provide any emergency help or assistance you may require.

THE ALARM SERVICE EQUIPMENT

What equipment is in my home?

In your home there will be:

- a room unit
- ceiling mounted pull cords
- smoke detectors
- a pendant
- a heat detector
- a carbon monoxide detector
- “no movement” sensors

What will the room unit do?

It allows you to talk and listen to Cordia staff and it is sensitive enough for you to be heard from any room in the house.

What are the pull cords for?

There are pull cords in every room to make it easy for you to contact help in any situation. The cord only has to be pulled once and when it is pulled, a small red light will come on. This light will go off when contact is made with Cordia. Do not tie up the cords - if you fall over you may not be able to reach them.

What is the pendant for?

You should wear your pendant or bracelet at all times when you are at home. If you have any difficulties and need to press it, it will activate the alarm.

What do the smoke detectors do?

If smoke is present in your house it will automatically raise an alarm in your house, and at the Cordia Alarm Centre.

The devices are very sensitive, and will continue to sound until the air is clear of smoke.

What do the no movement sensors do?

If there is no movement in your home and you not opted out of having the sensors deactivated an alert is automatically sent to the Cordia Alarm Centre. Unless you have contacted Cordia to let them know you are away, eg, on holiday, they will contact you via the alarm system to make sure you are ok.

Things You May Wish To Know About the Alarm Service

What if there is a power cut?

The system would still work. Batteries provide emergency cover for the system. In addition, Cordia has a standby generator in the event of a city wide failure.

Will someone show me how to use the service?

Yes. Your Retirement Housing Assistant will be happy to show you how it works when you first move in and any other time if you are unsure of it.

What happens with 'False Alarms'?

Don't worry about it. It is bound to happen from time to time, eg. if grandchildren are visiting. You will be unable to cancel the call but just wait until someone answers and let them know that it was accidental.

What will be known about me by others?

Your name and address and other information which may be helpful to staff in an emergency. Examples of such information are names, addresses and telephone numbers of neighbours, key-holders, doctors etc, and medical conditions.

Is the information I give treated confidentially?

Yes. All personal information is treated confidentially by ourselves and Cordia but you still have the right to decide what information you wish to supply. Your contact information may change from time to time. Please contact Cordia directly with the updated information.

Why is 'Housing Alarms' better than just a telephone?

We think it's better because:

- you may not be able to reach the telephone if you fall, become ill or are injured somewhere else in the house, eg the bathroom
- even if you can reach the phone, you may not feel well enough to dial a number
- apart from the 999 emergency services, anyone else you may call may not be in
- there may be emergencies of which you may be unaware, eg. a fire
- you can tell Cordia staff what service you need, but if you are unable to speak, or unaware of an emergency, the call tells the computer who you are, where you are and the computer gives the staff information such as your doctor, key holder etc.

How will emergency services gain access in an emergency?

If it is at all possible you can let them in yourself.

If you are unable to let them in, and you have a key safe and have provided Cordia with the code, you will have given consent for Cordia to issue the code for emergency use only. That is, fire or a medical emergency. If you do not have a keys safe, Cordia will contact your nominated key holder and get a key from them.

If it is necessary to force your door open, a joiner, as well as the Police, will have been contacted to do this.

If you can't get to your door, Cordia staff will tell you over the room unit that the mobile officer is outside your door having obtained a key from a relative or from the key safe

General Information

Decorating

When decorating your house, you must take particular care when painting around all of the alarm devices. Dried paint can cause damage to the various working parts of the system.

For example, paint can cause the pull cord to 'stick' and if an emergency does occur and you have to use the pull cord, your call may not get through.

Also, please do not paint over the smoke detectors on your ceiling. This will again stop the device from detecting smoke in your home.

If you are in any doubt, please do not hesitate to contact us.

A chip pan catches fire:

- a) The smoke detector sets off an alarm in the house, GET OUT
- b) It also alerts staff at Cordia's Alarm Centre that there is a fire and opens a speech link from the unit in your hall
- c) They will check for any false alarms before calling the Fire Brigade. Do not wait to talk to the staff if there is a fire
- d) Remember, on discovering a fire, leave the house immediately, closing all doors. Do not wait to pick up belongings.

Do not return to the house until the Fire Brigade advise you that it is safe to do so:

If you are unable to get out of the bath

- a) Pull a cord or press your pendant
- b) Cordia staff will reply
- c) Tell them the problem
- d) They will arrange help
- e) Don't panic. Wait until the help arrives

If you are feeling unwell or had an accident

- a) Pull a cord or press your pendant
- b) Cordia staff will reply
- c) If you are able to speak, explain the problem
- d) They will arrange help such as a mobile officer, ambulance or doctor as appropriate and ask them to attend

Suspected prowler or other worrying situation

If you suspect a prowler or if you are being harassed by anyone, pull a cord and tell Cordia staff the problem.

If necessary, they will contact the Police who will take the appropriate action. An Area Services Officer may also investigate the situation if appropriate. Your name will only be given to the Police with your permission

Staff will undertake a test of your alarm system twice a year

If you are unclear about any of the above, please let your Retirement Housing Assistant know.

KEEPING CORDIA UPDATE

It is very important that you advise Cordia of the following:

- contact details for your next of kin and/or emergency contact
- a contact telephone number for your GP
- your key safe code (if you have one)
- if you are planning to be away from your home for longer than 24 hours

Please be assured that all information is stored confidentially by Cordia and will only be used in the event of an emergency.

If your next of kin, emergency contact or GP contact details change, it is important that you let Cordia know as soon as you are able.

3 HOW TO REPORT AN EMERGENCY REPAIR

If you require to report an emergency repair after office hours, below are the contact telephone numbers to use:



EMERGENCY REPAIRS TELEPHONE

General Emergency Repairs

Mears – 0370 191 0001

Heating or Hot Water Emergency Repairs

City Technical – 0333 202 0708

Cordia Alarm Centre

0141 276 2020

Electricity power cut

105 (Freephone)

Gas emergency

National Grid – 0800 111 999

Water emergency

Scottish Water - 0845 600 8855



4 HOME FIRE SAFETY VISIT

As a new tenant, we would recommend we arrange a Home Fire Safety visit from Strathclyde Fire and Rescue.

The Fire and Rescue provide a FREE and comprehensive home fire safety visit. They will provide advice and information and carry out a general review of your home, making suggestions if they think there are any obvious risks or hazards.

Our Retirement Housing Assistants can arrange this on your behalf or if you prefer, you can contact the Fire and Rescue service directly by using the undernoted contact details:

- call [0800 0731 999](tel:08000731999)
- text "FIRE" to 80800 from your mobile phone
- complete the [online form](#)
- call your [local fire station](#)

Please let us know whether you wish your Retirement Housing Assistant to arrange this for you or whether you wish to arrange this yourself.

5	AIDS AND ADAPTATIONS
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Your home should be suitable for all your needs including your medical needs however, sometimes things change over time which means you may find it more difficult to manage easily to move around your home.

In these circumstances, we provide an Aids and Adaptation Service. This is for tenants who are for tenants who are having difficulty with an activity in their daily home life, such as bathing or using the taps.

Who decides what adaptation is necessary?

We may receive a request from your Occupational Therapist for an adaptation on your behalf or you can contact us directly. If an Occupational Therapist is involved, they will visit you at home to carry out an assessment then let us know what is required.

If I do need something done, how long will I have to wait?

This will vary depending on the availability of funding and you will initially be placed on a waiting list according to the priority which has been awarded by your Occupational Therapist. If it's a minor adaptation, it's likely that we can go ahead and carry out it without waiting for an Occupational Therapist referral.

Further information on the above is available from your Retirement Housing Assistant.

6 | TIMETABLE OF ACTIVITIES

We hold weekly surgeries in our Community Halls when you can call in to see your Retirement Housing Assistant.

The surgeries are held at the following times:



Bridgeton - 71 Main Street

Tuesday 10:30am - 12:30pm

Thursday 10:30am - 12:30pm

Calton - 35 Tureen Street

Tuesday 10:30am - 12:30pm

Thursday 10:30am - 12:30pm

What activities can I attend in the Community Halls?

A number of groups use the Community Halls and you will have received the full timetable of events. In summary, the following run on a weekly basis:

71 Main Street, Bridgeton

Monday: Bingo 7:00pm - 9:00pm

Tuesday: Surgery 10:30am - 12:30pm

Wednesday: Lunch Club 12:00 noon - 2:00pm

Computing 2:00pm - 3:30pm

Thursday: Surgery 10:30am - 12:30pm

Friday: Games Club 11:00am - 1:00pm

35 Tureen Street, Calton

Monday: Bingo 1:30pm - 3:30pm

Tuesday: Surgery 10:30am - 12:00 noon

Armchair Aerobics 1:45pm - 2:30pm

Wednesday: Arts & Crafts 10:00am - 12:00 noon

Thursday: Surgery 10:30am - 12:30pm

Computing 1:00pm - 3:00pm

Friday Coffee morning 11:30am - 1:30pm

There are also “one off” events such as a Summer Bus Run and a Christmas Party. More information on these is provided nearer the time.

7 HOW CAN I MAKE MY VOICE HEARD?

In Calton, we have a Retirement Housing Tenants Committee which meets in the Community Hall at Tureen Street on the last Thursday of every month. At your settling in visit, your Retirement Housing Assistant will give you details about the Committee and if you are interested, you can attend these meetings just to see what goes on or you could join the Committee.

We have an Older Persons Focus Group which meets at our main office at 423 London Rd on a quarterly basis where we look at our Action Plan for developing the service and discuss matters which may be affecting our older tenants in general. If this is something you are interesting in, please do speak to your Retirement Housing Assistant. New members always welcome!

We also hold two Tenants Open Meetings a year, normally in February and August when we discuss general issues to do with our Retirement Housing Service and other local issues affecting older people in our communities. At these meeting, we always have a speaker from an outside agency who may be for example, from the Health Service or from Citizens Advice.



8 DO YOU HAVE ANY FREE TIME?

Seeking Volunteers!



We are always keen to encourage participation and social interaction amongst tenants.

If you have a particular skill or interest that you might wish to share with others, please let your Retirement Housing Assistant know and we can discuss how we might be able to use your skills and knowledge to help others.

Or, if you have any suggestions for groups or activities which would be of interest, again, do let us know.

9 STAFF CONTACT DETAILS AND OUR ON LINE SERVICES

Your main contacts are likely to be our Retirement Housing Assistants and their details are below:

Linda Malone, Retirement Housing Assistant (Calton)

Tel: 550 9565 or Mobile: 0796 937 4811

linda.malone@thenuehousing.co.uk

Fiona Williamson, Retirement Housing Assistant (Calton/Bridgeton)

Tel: 550 9564 or Mobile: 0779 523 7299

fiona.williamson@thenuehousing.co.uk

Dot Murray, Retirement Housing Assistant (Bridgeton)

Tel: 550 9561 or Mobile 0778 631 2143

dorothy.murray@thenuehousing.co.uk

In addition to Linda, Fiona and Dot we have staff who deal with other matters to do with your home and their contact details are noted below:

Isabel Marshall, Area Services Officer (Bridgeton)

Tel: 550 9528

isabel.marshall@thenuehousing.co.uk

Carolyn McGowan, Area Services Officer (Calton)

Tel: 550 9520

carolyn.mcgowan@thenuehousing.co.uk

Lisa Scott, Income Maximization Officer (Rent) (Calton)

Tel: 550 9551

lisa.scott@thenuehousing.co.uk

Fiona Gray, Income Maximization Officer (Rent) (Bridgeton)

Tel: 550 9522

fiona.gray@thenuehousing.co.uk

On Line Services

We have a Self Service App for your phone or tablet and a Web Portal on our website which means you can access many of our services from the comfort of your home or whilst you are out and about. Via the App or our Web Portal, you can:

- report a repair
- check your rent balance
- report a neighbour or estate complaint
- change your contact details

The App is available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it, please do contact staff at our office.



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423 London Road, Glasgow, G40 1AG
Tel: 0141 550 3581
admin@thenuehousing.co.uk
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