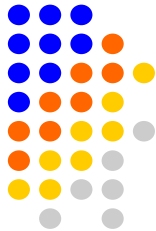


Almshouse Accommodation in the heart of Cambridge



Chesterton Residents' Handbook

Introduction

This handbook provides you with information about occupying your flat and about the Charity and its management. It supplements and explains the rules and regulations. The Trustees hope that the information in this handbook will be helpful, and that you will spend many happy years here.

History

The history of the flats dates back to 1463 when Reginald Ely left money in his will for almshouses. Three further gentlemen, Henry Wray (1634), Joseph Merrill (1805) and Thomas Jackenett (1899), did the same and, in 1971, these four charities were combined and the resources invested in 30 almshouse flats in Chesterton.

In April 2009 a further merger occurred leading to The Foundation of Edward Storey taking over the ownership and management of the Chesterton site.

The Foundation was established in 1693 by the will of Edward Storey, a Cambridge captain, gentleman and bookseller. He left instructions that, if his son should die without an heir of his own, his estate should be used to buy land in Cambridge for ten almshouses.

The Foundation now provides 47 one-bedroom flats at Storey's House, four one-bedroom flats at Mount Pleasant, eight two-bedroom bungalows in Melbourn and 31 one-bedroom flats in Chesterton.

The Charity is managed by nine voluntary Trustees, who meet regularly to discuss the running of their accommodation and to consider applications for grants. The day-to-day administration is carried out by the Clerk to the Trustees, the Deputy Clerk, the Treasurer and the Administration Officer.



Antony Warren
Chair of the Trustees



Paul Huckstep
Clerk to the Trustees



Jinty Keir
Deputy Clerk

Qualifications for Residence

Residents are generally aged 60 years or over, living alone and able to look after themselves and keep their flat in good order. They must be in financial or social need and either be resident in, or have strong connections with, the city of Cambridge.

New Court & Cannon Court, Chesterton

The flats at Cannon Court & New Court have been specially designed with the needs of older people in mind and there is an emergency call system in each flat.

Services Provided

Wardens

Claire Marsh is the Warden for Chesterton. She watches over the health and welfare of residents with the help of the Deputy & Assistant Wardens.



Claire Marsh
Warden

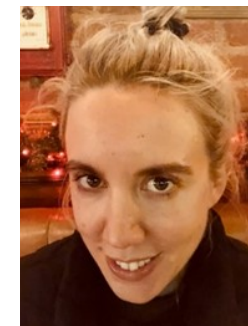
The Wardens do not provide personal care, however they can advise and help you arrange for health care or social services such as Home Care or 'Meals on Wheels'.



Sarah Noble
Deputy Warden

The Wardens are based at Storey's House, just 1½ miles away, and make regular visits to Chesterton throughout the week. Residents can also request a visit.

Many residents also receive a daily reassurance call by the Warden. Residents may opt out of this arrangement by completing a form available from the Warden. In an emergency, the Warden will call for help on your behalf and notify your family and friends.



Harriet di Castiglione
Assistant Warden

The Wardens are on duty during the week from 8am to 4pm (2pm on Fridays). At all other times the pull cord system will summon help from the relevant agency in an emergency.

Communal Facilities

A common room, known as the “Jackenett Room”, is available for use by the residents of New Court & Cannon Court. Those wishing to use it should contact the Warden.

The laundry room contains token-operated washing machines and tumble dryers for residents’ laundry only. Tokens can be purchased from the Warden who will show you how to use the machines. There is a sink for hand washing, and a spin dryer for which no charge is made. Four revolving washing lines are provided.

Television Licence

A special concessionary licence, costing only £7.50, is available for residents who would otherwise need to pay for their licence.

Please be considerate towards your neighbours when using a television, radio, stereo or musical instrument. Many of us become deafer as we get older, and we may not be aware that we are disturbing people.

Cleaning

You are responsible for keeping your accommodation clean, including the inside of the windows. If this is difficult please tell the Warden who will assist you in finding cleaning help.

The Trustees arrange the cleaning of all communal areas and employ a window cleaner who cleans the outside of all windows.

Insurance

The Charity insures the building and any property belonging to them, but you are responsible for insuring the contents and landlord’s fixtures and fittings of your own accommodation.

Please do not keep more cash in your home than you need for your day-to-day expenses. Put the rest into a bank or building society, and do not ask the Warden to take care of money for you; she is not allowed to do so.

Repairs & Decorations

The Trustees are responsible for both external and internal repairs, and for decoration in your home and the communal areas. Where provided, appliances are the responsibility of the resident.

Please report any domestic problems to the Warden who will arrange for repairs to be carried out. Workmen will not be allowed to enter your home whilst you are out, unless you have agreed to satisfactory arrangements beforehand or in case of an emergency.

Please do not let people into your accommodation unless you know who they are: if in doubt, call the Warden.

Ordinarily, any maintenance or repair work will be carried out by authorised contractors engaged by the Trustees. However, there may be circumstances when, with the Trustees’ permission, residents themselves or



*Sid Sabey
Maintenance
Officer*

suppliers engaged directly by them, may be carrying out repair work. It is therefore the duty of the Trustees to warn residents about the possibility that some (very few) walls, floors and ceilings contain traces of asbestos which was used in the construction process.

An 'Asbestos Register' is maintained in the Clerk's office and the Clerk would be pleased to provide the necessary information for residents or their suppliers.



Gardens

The gardens at Chesterton have been laid out for the use and benefit of all residents.

The major work of garden maintenance is the Charity's responsibility. However, there are small areas which residents may maintain themselves. If you would like to do this please ask the Warden, who will consult with the Clerk, to ascertain whether a suitable area is available.



Health & Safety

The aim of the Trustees is to provide convenient and comfortable accommodation in a setting which allows residents to be independent, safe and secure, so please read the following carefully.

Emergency Call System

There is an emergency call system in each flat and you will be shown how to use this when you move in. When the Warden is on duty she will take emergency calls. When the Warden is unavailable an outside agency will answer and get help to you as quickly as possible.

PLEASE DO use the call system during the day or night to get help for a sudden illness or accident.

PLEASE DON'T use the alarm to make normal contact with the Warden.

PLEASE DON'T tie up or remove the pull cords; if you need help, they may be out of reach.

PLEASE DON'T use the privacy setting; if you need help you cannot be contacted through the intercom, which could delay assistance or cause the emergency services to be called unnecessarily.

When the Warden is off duty the emergency call system should be used to request assistance for non-trivial matters, including medical problems, but also maintenance issues that cannot reasonably wait until the Warden comes back on duty. Please do not hesitate to pull the cord if you have a difficulty.

Fire Precautions

All the almshouses comply with the appropriate fire regulations. Smoke detectors are connected to the emergency call system.

A fire action notice is given to residents when they move in, giving instructions of what to do in case of a fire.

The buildings are designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.

If you are in any doubt, get out.

If you hear a smoke detector going off in your flat or building, or you notice obvious signs of an outbreak of fire, please evacuate the building by the nearest route to the fire assembly point: **CANNON COURT CAR PARK**.

If you are on-site, but not in your flat when the smoke detector sounds, wait at the assembly point. Do not return to your flat.

YOU MUST NOT cover a smoke detector.

DON'T smoke in your flat.

DON'T tamper with the flat front door self-closing devices.

DON'T wedge fire doors open. They are designed to prevent fire and smoke spreading, but only do so when they are shut.

DON'T leave pans (especially chip pans) unattended.

DON'T light candles.

DON'T attempt to fight any fire. Should there be a fire, leave the premises immediately, shutting the door behind you.

DO report any fault or damage to fire doors, including flat front doors, to the Wardens asap.

DO keep the under stairs communal areas free of combustible materials and all communal areas and outside pathways clear of obstruction.

Smoking

As of September 2012 new residents are not permitted to smoke in their flats. You are free to smoke in the gardens provided you are at least 4 metres, or 12 feet, away from the buildings.

Showerhead

We encourage residents to descale their showerheads every three months.

Door Unlocking

It is suggested that the outer doors to the blocks are either left locked or that residents arrange between themselves who will unlock and lock the door each day. A keysafe can be provided if carers or family members need to have access to your front door; please speak to the Warden.

Security

The Trustees recommend the following:

PLEASE DO keep your front door locked at all times.

PLEASE DO use the chain to identify callers before opening the door, and ask all strangers for proof of

identity before releasing it. The chain should only be used for this purpose and should not be kept in permanent use.

PLEASE DON'T allow a stranger to enter your home without proof of identity; if you are in doubt, please call the Warden.

PLEASE DON'T leave ground floor doors or windows open in rooms other than the one you are using.

The Master Key

The Warden and Clerk to the Trustees hold a master key which can open your front door; it will only be used in an emergency or with your permission. You must not fit other locks and chains without the Trustees' consent as these may delay helpers in an emergency.

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

- if you ask her to do so,
- if you have given permission for work to be done in your absence,
- in an emergency.

The Trustees recommend that you leave a spare key with a neighbour, friend or family in case you are locked out when the Warden is off duty.

Terms of Occupancy

As a beneficiary of an almshouse charity you are not a tenant but the Trustees cannot ask you to leave unless there are exceptional circumstances. Examples are if you cease to be an eligible beneficiary of the charity, if you do not comply with the Rules and Regulations, or if you persistently fail to pay the monthly maintenance contribution.

Respect for other residents and neighbours

Residents are required to occupy the property quietly and with thought for other residents and/or neighbours. Please be considerate towards your neighbours when using a television, radio, stereo or musical instrument. Many of us become deafer as we get older, and we may not be aware that we are disturbing people.

Relatives and Visitors

We hope that your relatives and friends will support you in just the same way as they would if you were living in ordinary housing; the Warden cannot take their place. With their help and co-operation, and support from Social Services if necessary, we hope that you will remain independent for as long as you wish.

Chesterton flats have been specially designed as sheltered housing for older people and are not suitable to accommodate extra people. A guest flat may be available, at a charge, for short visits (see page 5). If you do have a friend or relative to stay with you in your flat the Warden **must** be informed **in writing** so that she is aware of their presence if there is a fire. This is allowed for up to three nights only and not on a regular

basis.

Absence from Home

All almshouses are required to have rules for residents' absences from their accommodation to prevent them being used as 'second homes'. If you go away for any period please inform the Warden. If you plan to be away for more than 28 days in any calendar year you **must** inform the Clerk beforehand as permission from the Trustees must be sought for such periods of absence. Please be assured, however, that no reasonable request for absence will be denied.

Consulting Residents

The Trustees hold regular meetings to discuss the running of the almshouses. You can write to them or talk to a Trustee in private by asking the Clerk to the Trustees 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. Residents cannot, under Charity Law, become Trustees and cannot, therefore, take an active part in decision making, but Trustees welcome their views on matters affecting the quality of life at the almshouses. The Clerk and his staff are always happy to listen to suggestions.

'Rent' (Monthly Maintenance Contribution)

The amount you pay covers part of the cost of running and maintaining the establishment in which you live, plus a contribution towards heating, hot water and water rates. The 'rent' is due in advance on the first day of each month. We strongly recommend that you set up a Standing Order with your bank to pay this amount

automatically.

You will be given a minimum of one month's notice of any increase in this charge.

Housing Benefit

If your income consists of the basic retirement pension, Income Support and/or Pension Credit, and you have little or no capital, you will almost certainly be entitled to Housing Benefit to help with your housing costs.

If you have other income in addition to your state retirement pension, you may still be entitled to some assistance with housing costs. The Administration Officer or Deputy Clerk will help you to find this out.

Other Charges

Each resident is responsible for paying their own Council Tax; the Council will inform you of payment arrangements and about available benefits. Residents are responsible for paying for their electricity, which is separately metered for each flat.

Changing Accommodation

Residents are normally only allowed to change their accommodation within the Foundation on medical grounds. If your doctor advises it please contact the Clerk with a letter from your doctor so that the Trustees can consider the matter. The Trustees may require you to move to another of the charity's almshouses when major maintenance or construction work is being carried out. This will not happen unless it is essential



*Rosie Weston
Administration
Officer*

and you will be given plenty of warning.

Moving Out

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

If you are no longer able to look after yourself and your accommodation, the Trustees may suggest that you move to more suitable accommodation, and the Clerk and his staff will try to help you and your family make arrangements for this.

General Information

Pets

The Trustees will explain their policy on pets to you before you move in. Only small caged birds may be kept, with written permission from the Trustees.

Heating and Open Windows

The Trustees want all residents to be warm and comfortable in their flats and to use the heating to keep the accommodation at the temperature which suits them. However, please do **NOT** turn the heating on full and then open the windows wide. If you wish to open the windows please turn the heating down to a minimum first. The Trustees have managed to keep the charge for heating and hot water at a low level for a number of years and we do not want to have to increase this charge because of wasteful usage.

Rubbish

Communal rubbish bins are provided and the Warden will explain the system. Please make sure that the rubbish area is kept clean and tidy. All kitchen refuse should be wrapped in paper before it is put into the bins.

Composting bins plus recycling facilities for paper, cardboard, glass, tins and plastic bottles are available. Please ask the Warden for details.

Parking of Vehicles

With so little space available, it is not surprising that car parking is at a premium. Should residents wish to use the car park, they are free to do so on a first-come, first

-served basis. There is no automatic right to a parking place and spaces cannot be reserved.

Residents and visitors must avoid parking where this would hinder access for the emergency services. Residents are asked to ensure that their visitors do not leave vehicles on the premises when not on site without first notifying the Warden.

Transport

Local buses to the city centre, the hospital and Cambridge North railway station are available on High Street, Chesterton. Long distance buses and buses to Cambridge railway station are available from the town centre.

Doctor

If your doctor is nearby you will not need to change. If you do not currently have a doctor, or you are moving from another area, the Warden will be able to give you the names of doctors in the neighbourhood who may have availability on their lists. The name of your doctor must be given to the Warden so that help may be obtained in an emergency.

You have every right to see your doctor, nurse or other carer alone and to keep your medical affairs entirely to yourself. But, if you have a chronic health problem, you may feel safer if the Warden knows about it so that sensible action can be taken in an emergency.

She will record anything necessary in the file which the outside care agency will consult in case of an out-of-hours emergency, but will otherwise keep your information confidential.

Emergencies and Sickness

If you are ill or in difficulties the Warden will make every effort to get in touch with your relatives and/or doctor and will call an ambulance or Social Services on your behalf if necessary. To make it possible to act quickly all residents are therefore asked to complete a form giving these contacts and other details. Please remember to tell the Warden if the details change.

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

If you have a disability, or become disabled while living in the Charity's accommodation, it may be possible to obtain equipment to help you to live an independent life; please ask the Warden about this. Residents may not make any structural alterations to their accommodation.

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 Clerk and his staff will be glad to give whatever help and advice they can, and will discuss matters with the Trustees if you wish.

Wills

You are strongly advised to make a Will. If you wish to leave personal property to a relative or friend, a Will is essential. The Warden's form asks for details of where your Will is kept and who the executor is.

A solicitor is the best person to help you to make a Will

and many local firms charge very reasonable prices for this. The Citizens' Advice Bureau may also be able to advise you about this.

Complaints Procedure

It is recommended good practice for all almshouse charities to have a complaints procedure available for residents.

Many people are reluctant to complain; however, the Trustees can only resolve problems and improve the service offered by the Charity if you speak up when things go wrong. Set out below is the procedure to be followed if any resident wishes to raise a complaint in connection with the occupation of their accommodation, or about the services provided by the Charity.

Minor matters, such as small maintenance items, should be referred to the Warden when they arise. They should be attended to within a few days, or if this is not possible, you should be told when the work will take place. If this does not happen, please inform the Clerk to the Trustees.

If the Warden is unable to resolve minor matters, or if there is a persistent problem with pets, loud noise, or matters affecting health and safety, the resident should refer this to the Clerk to the Trustees or his staff. 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 Clerk 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 of the Trustees, with a formal request for it to be considered by the Trustees at their next meeting. You will be entitled to attend when your complaint is being discussed, accompanied if you wish by a friend or professional adviser.

The Trustees will try to resolve your complaint. They will write to you to advise you of the action taken and to notify you of the decision made. As the Charity is not a Registered Social Landlord, however, the Trustees are not obliged to progress your complaint in further ways.

Conclusion

Please let the Clerk know if you have any suggestions for additional information which you think should be included in this handbook. We hope that you will keep it safe and find it useful.

The Trustees and staff wish you a long and happy residence in your accommodation, with many new friends and interests and very few worries.

Regulations for Residents of New Court & Cannon Court

- 1 Residents shall reside in their flats and keep them in good condition at all times.
- 2 Residents are required to occupy the property quietly and with thought for other residents and/or neighbours.
- 3 No resident shall be absent from their flat for any night without informing the Warden (this is a fire precaution). No resident may be absent from their flat for more than 28 days in any calendar year without the prior written consent of the Trustees.
- 4 No resident shall be permitted to let or part with the possession of any room allotted to them, or to allow any person to share the occupation of the same or any part thereof (except with the special permission of the Trustees).
- 5 The common rooms and laundry are for the use of all residents. The furniture and equipment must be used with care and consideration for others.
- 6 No pets may be kept, except caged birds with the permission of the Trustees.
- 7 A maintenance charge, or 'rent', is made towards the running costs of the accommodation; this is set by the Trustees and reviewed annually. The charge is due monthly in advance. Residents must pay this maintenance charge, the electricity charge as metered for their flat, and their own Council Tax. Failure to make timely payment of the

maintenance charge will be regarded as a breach of the regulations.

- 8 No alterations to fittings or fixtures may be made without written permission from the Trustees. Upon vacation of the flat, all alterations must be made good. Blu-tak and other sticky fixers may not be used within the accommodation.
- 9 Residents must allow anyone authorised by the Trustees to inspect the premises at any reasonable time (by prior appointment where possible).
- 10 The use of paraffin oil and portable gas heaters is strictly prohibited. You are to consult the Warden or the Trustees before you use additional heaters.
- 11 Residents who moved in after September 2012 are not permitted to smoke in their flats.
- 12 The name and address of the next of kin should be supplied to the Warden, together with information as to whether a will has been made and, if so, where it is deposited.
- 13 Neither the resident nor any relation or guest of theirs will be a tenant of the charity or have any legal interest in their almshouse.
- 14 The Trustees may take such steps as they think proper in the administration of the charity and for the residents' welfare, and any alteration to the rules will be notified in writing to each resident.
- 15 Residents may expect to continue in occupation for as long as they need the accommodation and can look after themselves. If their health

deteriorates they must be willing to accept advice and guidance from time to time, either from their own doctor or a medical consultant appointed by the Trustees. The Trustees will also consult with the next of kin, Social Services, etc. to make the most suitable arrangements.

- 16 Visitors are not permitted to stay in an almshouse, except with the consent of the Trustees. A guest flat may be available. Visitors may stay in this accommodation (at a charge which is reviewed periodically) but are subject to these Regulations and may not normally occupy it for more than 7 days at a time or three weeks in any calendar year.
- 17 The Trustees reserve the right to ask a resident to vacate the dwelling and move, either temporarily or permanently, to another home provided by them if at all possible.
- 18 The resident's attention is drawn to the complaints procedure set out in the Residents' Handbook.
- 19 Should a resident wish to leave their dwelling to live elsewhere, not less than four week's notice in writing must be given to the Trustees. Maintenance charges ('rent') remain payable until the date when the dwelling is vacated and keys returned.
- 20 Should the Trustees resolve to set aside an appointment, as described in Clause 23, not less than one calendar month's notice in writing to set aside the appointment will be given by the Trustees to the resident.
- 21 Should a resident's economic circumstances

substantially improve, they may be required to move to other accommodation. Residents must report significant improvements in their finances to the Trustees.

- 22 Neither the almshouse nor its garden may be used as a place of business, either from where to conduct business or to store items connected with running a business.
- 23 A resident may cease to qualify for residency and may be required to vacate their flat under the following circumstances:
- a) If they, in the opinion of the Trustees, cease to hold any of the necessary qualifications, or have been appointed without having the required qualifications;
 - b) If they persistently or without reasonable excuse either disregard the regulations for residents, cause inconvenience or annoyance to other residents, or otherwise behave in a vexatious or offensive manner;
 - c) If they become unable to look after themselves or their accommodation due to an illness or infirmity. In this case, it will be the responsibility of their relatives or the Social Services to find them alternative accommodation.
- 24 It is a condition of occupancy that a new resident should sign a copy of these Regulations, signifying their willingness to abide by the above rules, before taking up occupation. A second copy is

enclosed for the resident's retention.

- 25 In case of doubt concerning these rules, or any other matters, the decision of the Trustees is final.

Contact details

If you have any questions about Chesterton please contact:

Clerk to the Trustees, Paul Huckstep
Deputy Clerk, Jinty Keir

Alternatively the Warden, Claire Marsh, and the Deputy Warden, Sarah Woolley, can be reached on 01223 369144.



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