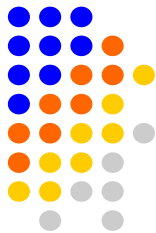


**Almshouse
Accommodation
in the heart of
Cambridge**



**Storey's House
Residents' Handbook**

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Introduction

This handbook provides you with information about occupying your flat, about Storey's House, 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.

Storey's House is specially designed with the needs of older people in mind; lift access is available to all areas of the building and there is an emergency call system in each flat.

History

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.

Ten almswomen were to be appointed: four widows of ministers of the Church of England, two widows and one maiden in the Parish of St Giles and three maidens in the Parish of Holy Trinity.

The almswomen were to be given £10 per year out of the rent and profits from the estate. They were also to receive annually a gown of sad-coloured cloth to the value of twenty shillings, two pairs of shoes and a pair of stockings at Christmas and mid-summer.

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 (following the merger with Wray, Jackenett, Merrill and Elie Trust in April 2009).

Management



Antony Warren
Chair of the Trustees



Paul Huckstep
Clerk to the Trustees



Jinty Keir
Deputy Clerk

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 Chief Executive Officer & Clerk to the Trustees, the Deputy Clerk, the Treasurer and the Administration Officer.

Qualifications for Residence

All residents must be women, living alone and aged 60 years or over, who can look after themselves and keep their flat in good order. They must be in financial or social need and either have strong connections with the county of Cambridgeshire or have been closely involved in the professional work of the Church of England. At Storey's House priority will be given to women who are living or have lived in Cambridgeshire.

Services Provided

Wardens

Claire Marsh is the Warden who, with the Deputy and Assistant Wardens, watches over the health and welfare of residents.

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'.

A Warden will normally speak to every resident each weekday morning through the call system, to ensure that all is well. Residents may leave an identity card in the Wardens' box if they wish to go out earlier.



*Sarah Noble
Deputy Warden*

In an emergency, a Warden will call for help on your behalf and notify your family

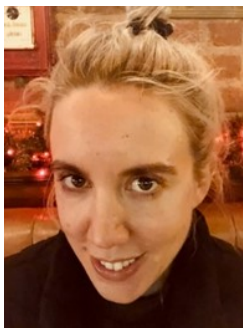
and friends.

The Wardens are routinely available for residents' queries from 8am to 12noon and 12.45pm to 4pm (3pm on Fridays) each weekday, although these hours have to be flexible at times.

When the Wardens are not on duty, alarm calls will be picked up by an outside care agency.



*Claire Marsh
Warden*



*Harriet di
Castiglione
Assistant Warden*

Communal Facilities

There are a number of common rooms for the use of all Storey's House and Mount Pleasant residents including a **library**. Residents are welcome to take, return and donate books—there is no formal signing in and out process.

Residents are encouraged to make friends and to share in the social life of Storey's House, if they so desire. It is for you and your neighbours to decide what sort of activities you wish to arrange. The Warden will give help and advice if asked, and should be kept informed of future plans, as she is responsible for the common rooms.



Rotunda

The Wardens also run various **activities** including coffee mornings and craft sessions and occasional days out. These, and other events and notices, such as when a mobile library will be visiting, are advertised on the

whiteboard in the entrance hall.

There are two **computers** with internet access located in the Library and Garden Room respectively. Please ask the Administration Officer for your password.

The **laundry room** contains token-operated washing machines and tumble dryers for residents' laundry only. Tokens are on sale from the Warden's office between 9.30am and 10.30am on weekday mornings. There is a spin dryer for which no charge is made. Revolving washing lines are provided and an airing room is



Garden Room

available.

Two twin **guest rooms**, each with an en-suite bathroom, are available for relatives and friends visiting you for a short period (normally up to 7 days).

If you wish to make use of a guest room, please let the Warden know in advance; there is a charge to cover cleaning costs. Availability at popular times has to be shared between residents and a sick resident's carers would always take priority if needed.

A **bike shed** is located outside the Garden Room. Hooks are provided by the main entrance for visitors.

A **hairdresser** normally comes in on Thursday afternoons and Fridays. To book an appointment go to the hairdressing room at one of these times. Times may vary so check with the Warden that these are still correct.

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.

Insurance

The Charity insures the building and any property



Hairdressing Room

belonging to them, but you are responsible for insuring the contents 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.

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.

Repairs & Decorations

The Trustees are responsible for both external and internal repairs, and for decoration in your home and the communal areas.

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.



*Sid Sabey
Maintenance
Officer*

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 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 Storey's House 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 a Warden is on duty she will take emergency calls. When a 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 the pull cords. If you need help, they may be out of reach.

Water

The water in the bathroom is not mains water, but stored in a tank. We advise you do not drink it, although it is suitable for brushing your teeth.

The water out of the hot taps in your kitchen and bathroom is kept hot enough so that you can enjoy a hot bath or shower. Please do not put your hands directly under a running hot tap.

Showerhead

We encourage residents to descale their showerheads every three months.

Bathroom Radiator

The radiator in your bathroom is electrically powered. It complies with regulations but it does become very hot. It is advisable to keep it covered with a towel whenever it is switched on.

Fire Precautions

All the almshouses comply with the appropriate fire regulations.

A fire alarm is installed and is tested weekly and periodic fire drills are held. A fire action notice is given to residents when they move in, giving instructions of what to do in case of a fire.

The building is designed to contain a fire 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 are in the building but not in your flat when the fire alarm sounds, you should leave the building and wait at the assembly point. Do not return to your flat.

If you discover a fire, raise the alarm by using a 'break glass' call point, leave by the nearest exit and go to the assembly point:

The assembly point is **STOREY'S HOUSE CAR PARK**.

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, and raising the alarm on your way out.

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 Policy – amended June 2016

Residents are not permitted to smoke in their flats; e-cigarettes may be used but only in your own flat.

The Storey's House car park is the designated area where you are able to smoke provided you are also at least 4 metres away from the building.

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.

Master Key

The Warden holds a master key which can open your front door and release the chain; 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.

Please do not get extra keys made without first asking the Trustees, as this endangers security. Residents may purchase key safes to allow access to known visitors and carers.

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.

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.

Storey's House flats have been specially designed as sheltered housing for older people, and are not suitable to accommodate extra people. This is why two guest rooms are provided. 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, using the form which she will provide. 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.

'Rent' (Monthly Maintenance Contribution)

The amount you pay covers part of the cost of running and maintaining the establishment in which you live. 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, although you may also pay by bringing a cheque in to the Administration Officer each month if you prefer.

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.



*Rosie Weston
Administration
Officer*

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 will help you to find this out.

Council Tax

Each resident is responsible for paying her own Council Tax. The Council will inform you about payment

arrangements and about available benefits.

Heating & Water Charges

A monthly charge is made towards the costs of central heating, hot water and supplying water; these are not covered by Housing Benefit.

Electricity Charges

Flats are individually metered and the Warden will give you a bill each quarter.

Carpets

Carpets in your flat **MUST** be loose laid, so that the underlying flooring is not damaged by adhesives or fixing strips. The sitting room carpet may not be fitted under the door to the kitchen, and a hall carpet may not be fitted under the door to the bathroom. No doors may be cut. Carpet installers must be informed about these requirements before undertaking the fitting, as it is not acceptable for the Foundation's property to be damaged and residents will be expected to make good any damage caused. Please consult the Warden if you are in any doubt.

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

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

Residents' Meetings

These are held regularly and residents can add items to the agenda by passing them to the Clerk.

Consulting Residents

The Clerk and his staff are always happy to listen to suggestions.

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.

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.

Radiators and Open Windows

The Trustees want all residents to be warm and comfortable in their flats and to use the radiators to keep the accommodation at the temperature which suits them. However, please do **NOT** turn the radiators on full and then open the windows wide. If you wish to open the windows please turn the radiators 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 & Recycling

Rubbish chutes are provided and the Warden will explain which one you should use. Please make sure that the rubbish area is kept clean and tidy. All kitchen refuse should be wrapped before it is put into the chute.

Recycling facilities are located next to the main entrance of Storey's House; please ask the Warden for details of what can be placed in each type of recycling bin.

Parking of Vehicles

With so little space available, it is not surprising that car parking is at a premium. It is important to the Foundation that some car parking facilities exist for officers and staff during the working day and residents and guests are therefore asked to avoid parking in the car park before 2pm. Overnight parking is permitted, although residents are asked to ensure that their vehicles have been moved before 8am on weekdays.

Should residents wish to use the car park after 2pm or at weekends they are free to do so on a first-come, first-served basis. Alternative parking is available off-site in the Pay and Display areas on Mount Pleasant. A parking permit for on-street parking around Mount Pleasant is available from the Central Library or online.

Above all, residents should avoid parking on the double yellow lines around the front of Storey's House: these are there to ensure access for the emergency services, should they be required at any time.

Transport

The Guided Bus and local buses to the city centre and the hospital are available on Castle Street. Long distance buses and buses to the railway station are available from the town centre. A shopping bus takes residents from the Storey's House car park to either a large supermarket once a fortnight.

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 her 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 Storey's House

- 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 her flat for any night without informing the Warden (this is a fire precaution). No resident may be absent from her 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 her, 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 hers will be a tenant of the charity or have any legal interest in her 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 the 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. Storey's House has two guest rooms and visitors may stay in this accommodation (at a charge which is reviewed periodically) but are subject to these Regulations and may not occupy it for more than 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 her dwelling to live elsewhere, not less than four weeks' notice in writing must be given to the Trustees. Maintenance charges ('rent') remain payable until the date when the dwelling is vacated.
- 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 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 she, in the opinion of the Trustees, ceases to hold any of the necessary qualifications, or has been appointed without having the required qualifications;
 - b) If she persistently or without reasonable excuse either disregards the regulations for residents, causes inconvenience or annoyance to other residents, or otherwise behaves in a vexatious or offensive manner;
 - c) If she becomes unable to look after herself or her accommodation due to an illness or infirmity. In this case, it will be the responsibility of her relatives or the Social Services to find her 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.
- 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 Storey's House please contact:

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

Alternatively the Warden, Claire Marsh, can be reached on 01223 369144.



The Foundation of Edward Storey

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Charity registration no. 203653