



BRISTOL & ANCHOR ALMSHOUSE RESIDENTS HANDBOOK



www.almshouses.org



HANDBOOK LAST REVISED:
JANUARY 2025



Welcome



The Bristol & Anchor 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.

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 trust.

Once again, a very warm welcome.

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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.

Section 1

Introduction to Almshouses



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. We are 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 being kind to each other to ensure that rumours and gossip are not allowed to develop.

Residents will be visited in their new home by a 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.

BRISTOL & ANCHOR CHARITY

Chairperson: Ann Smith

Trustees: for all other trustees please ask the Clerk for the list

Clerk: Jessica Cornes

jessica@thebeehivebristol.co.uk

Office Number 0117 935 4471

Emergency out of hour's:

Maintenance Number 07729 250 328



History, Governance and Management

Historical Note

The Bristol and Anchor Almshouse Charity was formed in 1999, following the merger of a number of almshouse charities: Bristol (St John and St Ambrose) Almshouse Charity St James' Whitson Almshouse Charity Mr Hill's Jacob's Wells Almshouse Charity Close to St George's Park, Whitehall, the almshouses consist of 14 flats built in 1997, a terrace of renovated Victorian cottages and a thriving day services centre for older people. Its history can be traced back over 500 years, to two Bristol merchants, William Spencer and Robert Strange, who had a number of joint commercial ventures.

The Almshouses

The charity manages unfurnished dwellings which are often designed with the needs of older people in mind. At Bristol & Anchor we have 8 cottages suitable for one person and 14 flats suitable for either one or two people. The principle behind everything that the trust 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 trust itself or from outside agencies, should the need arise. Above all, the trust respects residents' privacy.

Constitution

The trust is a registered charity governed by a Charity Commission Scheme – registered charity number 1075673

Management

The trust is governed by a board of voluntary, local trustees. Day-to-day management of its affairs is delegated to the clerk, assisted by the staff of the Beehive Centre

History, Governance and Management

Residents Group

Bristol & Anchor Almshouse Charity has an active residents Group that meets regularly. This group is for residents to discuss any ideas and improvements that they would like to make, planning of events and getting to know your neighbors. These meeting notes are then shared with the Clerk and staff of the Charity. The Clerk and Staff will be the first point of contact to support residents in any actions that may arise from these meetings. Any Issues that affect the Governance of the Charity will be taken to the Trustees to be discussed at the next Trustees Meetings which are held regularly.

Social Activity

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. Residents are also encouraged to set up their own Residents activities, by agreement at the Residents Group.

Beehive Centre Activities

Bristol & Anchor Charity offer all the wellbeing activities that are provided and managed by the Beehive Centre free of charge, as part of your beneficiary.

Please come and speak to the staff of The Beehive Centre for a list of current activities.

Examples of free activities include:

Tai Chi, Keep Fit, Computer Club,
Line Dance, Table Tennis, Ballroom Dance & Singing



Section 2

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 unless they have formally applied to the charity and been granted beneficiary status in their own right and you have been jointly allocated the same dwelling.

In exceptional circumstances the Charity could ask you to find alternative accommodation and leave. In practice, this occurs very rarely when Bristol & Anchor Almshouse Charity believes that they have no alternative.

Examples of such circumstances are if:

- A resident was no longer able to look after themselves safely or to live independently, even with the help of the social services or family support
- The resident consistently failed to pay weekly maintenance contributions (WMC) on a regular basis without good reason
- The resident's behaviour was deemed to be unreasonable and anti-social, either in respect of other residents or members of staff
- The resident's circumstances changed 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 failed 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..

Terms of Occupancy

Weekly Maintenance Contribution (WMC)

Weekly maintenance contributions are payable in advance on the first of each month by direct debit. If you receive Housing Benefit or Local Housing Allowance from the local authority, arrangements can be made 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
- Upkeep of the Gardens
- Servicing and repair of water, gas and electrical installations
- Decoration costs
- Water & Sewage Charges
- *Buildings Insurance
- Cleaning and Lighting of Communal Areas

The level of WMC is usually reviewed annually and residents will be given a minimum of one months notice of any increases. The charity reserves the right to review this more frequently if it is in the charity's best interests.

***All residents are responsible for the payment of their own Council Tax to Bristol City Council and also Insurance for their furniture and possessions.**

Consulting Residents

There is a regular Residents Group that meet often to discuss the running of the almshouses and Staff and Trustees are invited to attend these. Not all resident meetings are attended by Staff or Trustees, but the minutes are passed to the Clerk to discuss any points raised with the Trustees.

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. Bristol & Anchor Charity welcomes the residents' views on matters affecting their quality of life at the almshouses.

The Charity will consult you:

- before any work is done on your almshouse (except in an emergency)
- before anyone enters your home
- if you raise a difficulty with them.

Terms of Occupancy

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 Charity. No shelves, cupboards, locks or fittings shall be fixed or removed without prior consent. For all major works, the Charity will instruct professionals to plan the work before placing an order with a building contractor.

Payment for improvements is the responsibility of the Bristol & Anchor Charity. As the Board of 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. If you live in a listed building, some alterations will need local authority consent before any work can be carried out (Cottages 1-8).

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. We aim to give residents 24 hours notice prior to entering their accommodation.

Visitors - Family and Friends

Visitors are not permitted to stay in an almshouse, except with the consent of the charity. Where permission is granted occasional overnight stays only will be permitted but these must not be regular occurrences. It is vital that Charity is aware of any overnight visitors for safety and security reasons.

Parking

There is a car park at the side of the flats which is residents parking only. The car park is on a first come first served basis for residents only. Visitors may drop people off or pick people up, but visitors are not to use the resident parking to park their cars unless it is to pick up or drop off residents or shopping. No visitors are to leave their cars in the car park overnight. All Visitors can park on the road nearby.

Terms of Occupancy

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. Please note you are not permitted to run a business from your property.

Smoking

The charity strongly discourages smoking in all of its buildings. The residents are allowed to smoke in the gardens, but consideration of others should be given.

Pets

Due to the size and situation of the almshouses residents are not allowed to keep pets. Where possible consideration will be given to accommodating Guide Dogs for those residents with impaired or loss of sight.

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.

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 Charity.

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

Only residents that are beneficiaries of Flats or Cottages that have a safe place for a mobility scooter to be stored which is NOT inside the accommodation will be allowed. Permission is to be sought prior to obtaining a scooter and if suitable storage place is not available then unless a Doctor has advised that a scooter should be obtained. Permission will not be given.

Terms of Occupancy

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 Charity 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.

Moving out

If you wish to vacate the almshouse to live elsewhere, you must give the Charity 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 them 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.

Bristol & Anchor Charity has 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 3 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.

Terms of Occupancy

Rehousing

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 Bristol & Anchor Almshouse Charity. The Charity retains the right to request a moving fee of £500 to cover the cost of decorating/cleaning.

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 one month's notice should a move be necessary.



Terms of Occupancy

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.
- 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 flat during the winter months, please discuss with the Office how much heating is required to minimise the risk of burst pipes, etc.



Section 3

Services Provided

Gardens

The maintenance of the communal areas is the responsibility of the charity. Residents are encouraged to maintain their own areas.



Repairs and Decoration

The charity is responsible for both external and internal repairs and decoration to your home and the communal parts. Please report all necessary work to the Office who will arrange for it to be carried out. You will be consulted in advance about arrangements for work to be carried out. All residents are asked to be as helpful as possible when providing access to Workmen who will either be introduced by a member of staff or wearing a Beehive Identify badge. An exception will have to be made, however, if an emergency arises such as a water leak.

Residents are responsible for keeping the inside of their almshouses in good order, including:

- Internal cleaning, including windows (using suitable non- abrasive cleaning materials on floors, walls and kitchen units),
- Ensuring adequate ventilation to prevent condensation, particularly in the winter months.
- The cost of making good damage to walls, doors, decorations, heating, lighting and water systems caused by yourself (i.e. NOT caused by fair wear and tear) will be your responsibility.
- No Hoarding - Accumulation of items/possessions that clutter/block living areas.

To report a problem or request a repair, please telephone the maintenance Line – Attached to the back of the handbook is the Service Level Agreement for repairs.

- Category 1: emergency (e.g. flooding, dangerous electrics etc.) – 24 hours.
- Category 2: urgent – Up to 5 working days.
- Category 3: routine – between 10-28 working days.

Maintenance Line Number: 07729 250328

Services Provided

TV Licenses

All residents of the flats need to apply for their own TV licenses. In cases of genuine hardship, the Charity might consider assistance with the TV license fee. This will be dealt with on a case by case basis. 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 or record programmes as they are being broadcast. This includes foreign broadcasts.

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

Bristol & Anchor Charity must apply for concessionary licenses on behalf of their residents. To qualify residents must meet certain requirements. Please refer to the Office Staff or Clerk for further details.

Please be considerate. TVs, radios, stereos and musical instruments which are too noisy can be a great nuisance to neighbours.

Telephones and Internet

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

Laundry Room

Every resident will be given a weekly time slot for the laundry washers and dryers. A rota is displayed outside the laundry room, with flat numbers allocated to time slots. Extra slots are available to be used as and when required. Please ensure your laundry is completed within your time slot, and leave the laundry rooms clean and tidy. Ask in the office if you wish to change your weekly slot..

Central Heating

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 radiator is fitted with a thermostat which enables residents to adjust the temperature as required. All hot water taps are fitted with thermostatic mixing valves to avoid water scalding.

Services Provided

Insurance

The charity insures the building and its own contents. It does not include cover for residents personal contents and this is each residents own responsibility to ensure they have adequate contents insurance.

Please do not keep more cash in your home than is necessary to meet day-to-day expenses and keep valuables out of sight. (The Charity is not allowed to take responsibility for your money).

Refuse Collection and Recycling

Refuse and recycling is normally collected on Monday please ensure you put your recycling tidily in the correct place making sure your boxes are flat etc

Emergency Contact Information

If you become ill or are in difficulties, the Charity 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 Charity 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 Clerk.

It is important that you let the Clerk 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.

Doctor and Dentist

If you do not have a General Practitioner (GP), the Clerk will be able 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.

Services Provided

Fire Precautions

The almshouses comply with the appropriate fire regulations. The fire policies are frequently reviewed. Please ask the office if you are unsure of what to do in the event of an emergency.

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 Office will explain to you the fire instructions which apply in the event of a fire. Clear instructions are also located by the fire panels which are outside Nr 9 and outside Nr 6. There is further information in the appendix, at the back of this guide.

Evacuation Policy: When you hear the fire alarm, 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 are clearly marked with green signs in the corridors. 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 flat immediately.

The fire alarm system is tested weekly on a Tuesday or Thursday, between 10am and 11am

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 Bristol & Anchor Almshouse charity strongly discourages smoking in your property. Do not wedge doors open or leave chip pans unattended.

Please note there are smoking areas in the garden. Please be considerate to others and avoid smoking in their presence as the risks associated with passive smoking are now well recognised

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.

Services Provided

Security

Please consider the following:

Do

- Keep your front door locked at all times
- 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 Office, 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. Never allow anyone claiming to be gas, electricity or water meter readers to enter the dwelling. Please refer them to the Office.

Keys

The Charity 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 Charities 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. Your privacy will be respected. The Staff have strict instructions only to enter your home:

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

Make sure that you and your visitors check that the main front door to the house is securely shut after entry or exit. Every Resident has a key safe box outside their property, which a spare key should be put inside for emergencies.

Extra keys are available at a cost and have to be ordered by in the Office as they are on a secure system..

Section 4

General Information

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 you receive Pension Credit or have low income and 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/Office if you are unsure of your entitlement or need help in completing the claim form.

Housing Benefit, Local Housing Allowance, and 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 office in the first instance as they will have some experience of entitlements and benefits. Other sources of information are the Citizens Advice Bureau and Age UK

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.

General Information

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.

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 Charity have concerns.

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

Complaints Procedure

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, Bristol & Anchor Charity would be pleased to help or offer advice if they can. You can speak to staff in the office 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/office staff
- If staff are unable to resolve the matter, or if there is a persistent problem with pets, 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 Chair 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 chair will write to you afterwards to advise you of the Charities 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 Chair 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.

Complaints Procedure

Housing Ombudsman

If you remain dissatisfied with the Charities decision, you have the right to take your complaint to the Housing Ombudsman Service whose address is:
Housing Ombudsman Scheme 0300 111 3000 Exchange Tower Harbour Exchange Square, Isle of Dogs London E14 9GE www.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 trust's own procedure for handling complaints has been exhausted.

Section 6

Contact Numbers

The Almshouse Association

Billingbear Lodge Maidenhead Road Wokingham Berks RG40 5RU

01344 452922

www.almshouses.org

naa@almshouses.org

The Charity Commission for England and Wales

0300 066 9197

www.gov.uk/organisations/charitycommission

Housing Ombudsman Service

PO Box 1484, Unit D, Preston, PR2 0ET

0300 111 3000

www.housing-ombudsman.org.uk

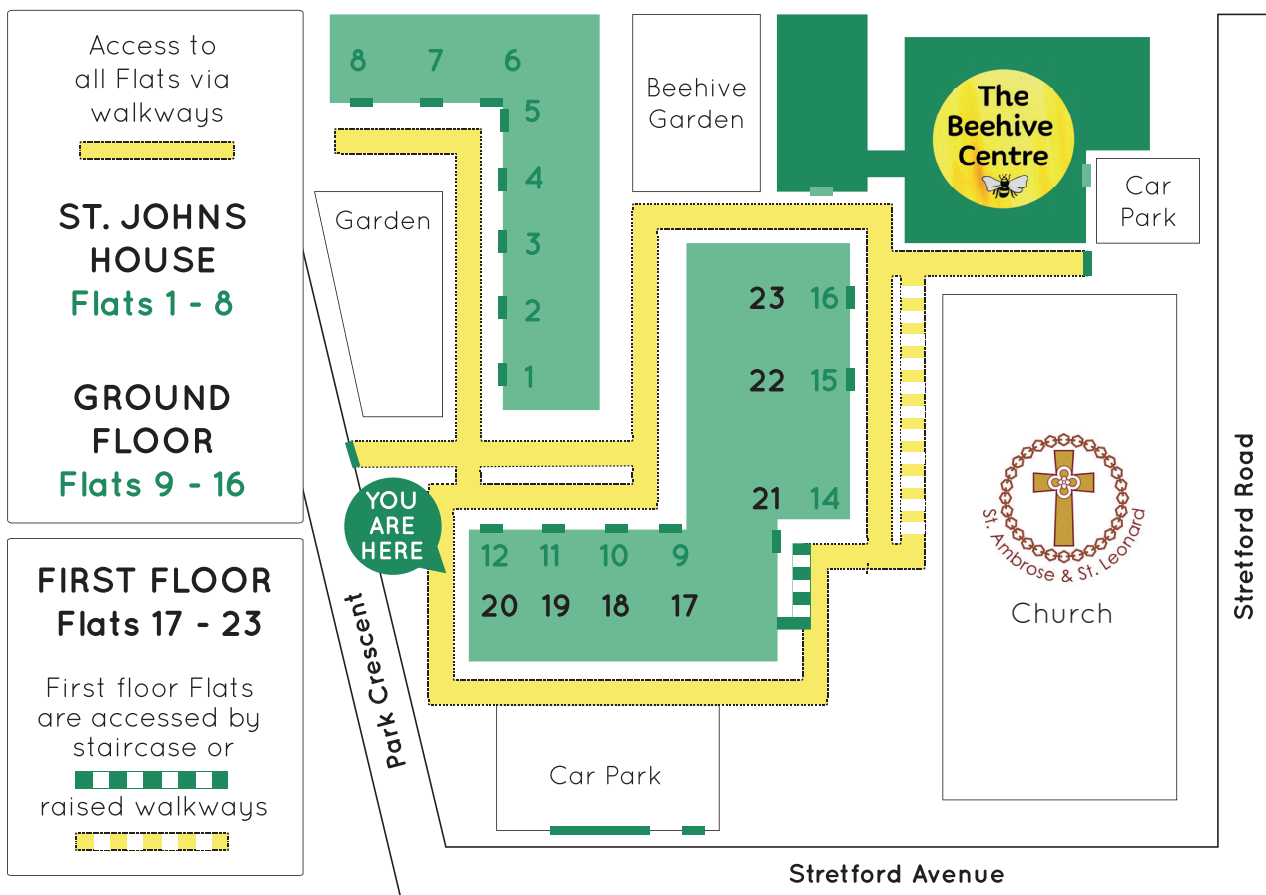
info@housing-ombudsman.org.uk

Section 7

Appendices

Almshouse Site map

Bristol & Anchor Main Entrance SITE MAP & FLAT LOCATIONS



01179 35 44 71

info@thebeehivebristol.co.uk

Appendices

Postal Addresses

Cottages 1 -8 Address:

St. Johns Almshouse
Park Crescent
Bristol
BS5 7AL

Flats 9 - 23 Address:

Bristol & Anchor House
7 Stretford Avenue
Bristol
BS5 7AN

Bristol & Anchor Charity Address:

The Beehive Centre
19a Stretford Road
Bristol
BS5 7AW

Public Transport

Bus Services

Bus numbers 6 and 7 stop at
Whitehall Road.

Bus numbers 41, 42, 43, 44, 45
stop at Church Road

Dial a Ride

Community bus service available in
the area. Please call 0117 2447377
to find out more

Taxis

Contact details for local Taxis:
Zoom Cars: 01179 555555
Veezu: 01179 252626
or use the Uber app



Appendices

Service Level Agreements

- Category 1: emergency (e.g. flooding, dangerous electrics etc.) – 24 hours.
- Category 2: urgent – Up to 5 working days.
- Category 3: routine – between 10-28 working days.

Maintenance Line Number: 07729 250328

Repair: Emergency	Out of Hours	Office Hours	Repair Completion - time scale
Flood or Fire	Dial 999	Immediate Response	Immediate attention, completion will depend on severity of the situation
Front or Back Door is broken and NOT secure	Maintenance Line	Within 24 hours	Make Safe within 24 hrs - repair up to 3 Working Days
Loss of Power or Water	Maintenance Line	Within 24 hours	Make Safe within 24 hrs - repair up to 3 Working Days
Loss of heat	Maintenance Line	Within 24 hours	Make Safe within 24 hrs - repair up to 3 Working Days
Blocked Toilet	Maintenance Line	Within 24 hours	Up to 3 Working Days
Exposed Electrical Wiring	Maintenance Line	Within 24 hours	Make Safe within 24 hrs - repair up to 5 Working Days
Lost Keys to Main Door (£22.00 charge)	Maintenance Line	Within 24 hours	Check you don't have a spare in your key safe - Up to 5 working days to replace
Fire or Flood (non urgent)	Maintenance Line	1-2 Business days	Make Safe within 1-2 business days - repair up to 5 Working Days but depends on damage
Broken Windows that are a security or weather risk	Maintenance Line	1-2 Business days	Make Safe within 1-2 business days - repair up to 5 Working Days
Defective Smoke or Co2 Detector	Maintenance Line	1-2 Business days	Make Safe within 1-2 business days - repair up to 5 Working Days
No Hot Water	Maintenance Line	1-2 Business days	Up to 5 Working Days
Laundry	Maintenance Line	1-2 Business days	Up to 10 Working Days
Pest Control	Maintenance Line	1-2 Business days	Up to 10 Working Days
Leak tap	Maintenance Line	1-2 Business days	Up to 10 Working Days
Locks (not emergency)	Maintenance Line	1-2 Business days	Up to 10 Working Days
Stove Repair	Maintenance Line	1-2 Business days	Up to 10 Working Days - depending on suppliers
Electrical NON Urgent	Maintenance Line	1-2 Business days	Up to 28 Working Day
Cracked Window	Maintenance Line	1-2 Business days	Up to 28 Working Day
Interior Door	Maintenance Line	1-2 Business days	Up to 28 Working Day
Floors/lifting tiles or carpet	Maintenance Line	1-2 Business days	Up to 28 Working Day
Non Urgent toilet repairs	Maintenance Line	1-2 Business days	Up to 28 Working Day
Garden & Outside Space	Maintenance Line	1-2 Business days	Up to 28 Working Day
Slow Drain	Maintenance Line	1-2 Business days	Up to 28 Working Day
Extractor Fan	Maintenance Line	1-2 Business days	Up to 28 Working Day
Light Fixture Repair	Maintenance Line	1-2 Business days	Up to 28 Working Day
Windows Not Closing	Maintenance Line	1-2 Business days	Up to 28 Working Day
Cupboard Door Repair	Maintenance Line	1-2 Business days	Up to 28 Working Day

Appendices

Fire Alarm Procedure

If a pulse alarm sounds in your flat, it has been activated in your property. The detector that has been activated will be lit with a red light. The button in your hallway will also be flashing with a red light.



If there is a fire in your flat, evacuate the property.

If it is safe to do so, you can alert all other residents early, by pushing an emergency fire alarm button.

Emergency fire alarm button locations:

Laundry lobby area, lobby area outside Flat 17, and in the stairwell between Flats 19 & 20.



If you cannot press an emergency fire alarm button, the evacuation siren alarm will sound after 9-0 seconds.

If there is no danger or threat of fire:

- You have 90 seconds to deactivate the alarm in your flat, by pressing the button in your hallway.
- After being pressed, the button in your hallway will turn to a solid red light, and the pulse sound will stop.
- You have a further 120 seconds to clear any smoke or steam that set off the alarm (by opening windows, doors, wafting etc)
- If the problem persists after 120 seconds, the alarm will now sound in all flats and communal areas.

Please note: While the alarm process above is happening in an individual flat, the fire panel (in the laundry lobby area) will make a quiet beeping sound, but there is no need for you, or anyone else to go to the Fire Panel, or press any other buttons. will automatically sound after 90 seconds.

Appendices

Fire Alarm Procedure continued

Alarm going off in all flats and communal areas:

- When the alarm is sounding across the whole building, it will make a siren sound. **YOU MUST EVACUATE YOUR PROPERTY**

If you suspect a false alarm:

- You can go to the Fire Panel, in the laundry lobby area, to see where the activation occurred.
- You must check at the flat/area of the activation and find out if it is a false alarm before silencing the alarm.
- When you are sure of a false alarm, you can follow the instructions by the Fire Panel to silence and reset the alarm.
- A designated 'Key-holder' Resident can call Southern Monitoring to tell them it is a false alarm and cancel the Fire Brigade.
- The 'Key-holder' residents are listed on the instructions by the fire panel.

If there is a Fire:

- All properties should be evacuated and everyone should congregate outside in the garden or car park area and wait for the fire brigade.
- Do not put yourself in any danger.
- Do not attempt to tackle a fire yourself.
- The fire brigade will take charge when they arrive. They will have access to a 'Fire Documents Box' which has a site map and resident's details inside to ensure everyone gets evacuated safely.

Notes





**Bristol & Anchor Charity
& The Beehive Centre Office:**

**Phone: 01179 354 471
Email: info@thebeehivebristol.co.uk**

**Maintenance Line:
07729 250 328**

www.thebeehivebristol.co.uk