

# Welcome to Aldrington Place and Loriners Court

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Where total independent  
life-style living is  
encouraged and supported

**Aldrington Place**

69 Bellingham Crescent

Hove, East Sussex

BN3 7HJ

Tel. /Fax: 01273 424966

**Scheme Manager:**

Miriam Roberts



[www.shgroup.org.uk](http://www.shgroup.org.uk)

# Welcome to Aldrington Place & Loriners Court

## **Statement of purpose**

It is the scheme manager's purpose that all residents find their niche and to ensure the scheme is run in a peaceful atmosphere and with a good community spirit that promotes a clean, healthy environment for all residents.

## **Residents' guide**

The Scheme is managed by scheme manager

Working hours are normally

Monday – Friday 8.30 a.m. - 4.30 p.m.

(1 hour lunch break)

Residents can relax in the knowledge that there is support, security, social events and advice available.

## **Lifts**

There are two lifts at Aldrington Place and one lift at Loriners Court.

## **Communal lounge**

This facility is for all residents and as such must be kept clean and tidy after each use.

## **Cleaner**

The cleaner comes twice a week and cleans all communal areas; corridors, stairs, laundry room, lifts, and communal kitchen, lounge and toilets.

## **Window Cleaning**

The windows are cleaned every quarter – notice is given so that residents can be available when contractors visit.

## **Laundry**

No rota is in place; all residents can use the washing machine and dryers at any time when the machines are not already in use. Please ensure the soap dispenser, dryers and sink are cleaned after use.

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## **Guest Room**

Friends and Family are always welcome to visit and can stay in our special guest room at a fee of £5.00 per person per night. The guest room provides 2 single beds, TV, tea and coffee making facilities. The bed-linen including the duvet cover must be washed and the bed made after use. Advance booking is required - please contact the Scheme Manager.

## **Refuse Areas**

Normal household waste may be placed in outside bins. There are also recycling bins at the back of Aldrington Place for bottles, paper and cans.

## **Library Books & Jigsaws**

These can be borrowed by residents from the communal lounge.

## **Car Parking**

There is limited car parking for residents and visitors – no reserved spaces.

## **Gardens**

Residents and visitors are welcome to sit out in communal gardens.

## **Health and Safety**

### **Fire Instructions to Residents**

These are given to all residents at commencement of tenancy and must be posted on the back of your own front door. Please read carefully and note all the points.

### **Fire Panel to the Communal area**

Fire Alarm Testing is done once a week on Wednesdays between 10am and 11am.

### **Smoke Detectors**

The smoke detectors in your flat are very sensitive – if you burn toast or food, please open the windows but not your front door – please read the Fire Precaution Instructions given to you when you signed up.

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## **Scheme Inspection**

From time to time the scheme manager invites one resident to accompany them to inspect for damages and cleanliness of the scheme. Please contact the manager if you are interested in participating in a Scheme Inspection.

## **Contents Insurance**

All residents are advised to consider arranging personal contents insurance.

If you need help with this, please speak to the scheme manager who will be ready and willing to help you or you can make your own arrangements.

## **Complaints Policy and Procedure**

The scheme manager welcomes suggestions and complaints.

Complaints should be reported to the scheme manager who will endeavour to resolve them. If the tenant is not satisfied, the matter can be referred to our complaints co-ordinator via the Service Centre on 08456 066 366.

## **Anti-Social Behaviour**

Aldrington Place and Loriners Court do not entertain any anti-social behaviour. Any tenant who behaves in such a way will be dealt with according to Southern Housing Group policy – which is available on request.

Southern Housing Group expects all residents will give due consideration to all their neighbours.

## **Holidays**

Please let the scheme manager know when you are going away and when you will be back, even if you are only going away for one night. This is for security, health & safety reasons.

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## Services

### **Monday to Friday Morning Calls**

All flats have been fitted with pull cords which link into the Careline. The scheme manager calls each morning – Monday to Friday between 9.00am – 10am, except when Manager is out of the office. The weekend calls (Saturday and Sunday) are dealt with by Chichester Careline. If a resident is sick or has to go away over the weekend in an emergency please inform Chichester Careline direct, by pulling red cord in flat or phoning 01243 778688.

When the scheme manager is “out of office hours” calls go direct to Chichester Careline. Please be aware that the staff are well trained to respond to all emergency calls and deal with each case. In cases of emergency, residents should pull the red cord to activate response either from Manager if on duty or Chichester Careline.

### **Support Plan**

To enable the scheme manager to assess and plan the support you may need, a support plan form must be completed at the signing up or shortly after you settle in. The information you provide (private and confidential) will help us to facilitate you living independently and to ensure your wellbeing. The support plan is reviewed every six months. However, if there is any change in your circumstances this can be reviewed earlier if you let the manager know. We can arrange a mutually convenient date and time for the review to be carried out.

### **Resident Consultation**

All residents are invited to the monthly House Meeting where residents are given the opportunity to make any comments/complaints and are kept informed of all that is going on at the Scheme.

### **Cultural & Religious Needs**

We think it is very important that residents ethnic origin, cultural needs and beliefs are taken into account in the service we offer (eg diet, language, religious observance etc. Please discuss with the manager any special needs which you may have.

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## Information Point

In the Communal Lounge can be found information on a wide range of subjects including:-

- Local cultural, social and religious provision
- Health and Social Care
- Disability Services
- Black and Minority Ethnic Information and Support
- Lesbian and Gay Information and Support
- Benefits and Money Matters
- Transport
- Education and Recreation
- Community and Voluntary Groups
- And lots more besides.

## Aldrington Place & Loriners Court Social Committee

The residents have a social committee whose purpose is to encourage residents to participate in social events. Once a month there is an inter-scheme quiz on Wednesday afternoon. On the second Wednesday of each month there is a games afternoon. We also have a film night once a month on Wednesdays. The following events take place every week.

| Day       | Time            | Activity                                                      | Place            |
|-----------|-----------------|---------------------------------------------------------------|------------------|
| Monday -  | 6.00pm          | Bingo                                                         | Lounge           |
| Tuesday   | 10.15am         | Weekly Coffee Morning/<br>Raffle with occassional<br>Speaker. | Lounge           |
| Wednesday | 2.30pm          | Bingo if not games or quiz.                                   | Lounge           |
| Thursday  | 2 trips<br>a.m. | Mini-bus to Sainsbury's                                       | Main<br>Entrance |
| Thursday  | 1.00pm          | Art & Craft                                                   | Lounge           |
| Friday    | 7.00pm          | Bingo                                                         | Lounge           |
|           |                 |                                                               |                  |
| Every     | Afternoon       | Informal Tea                                                  | Lounge           |

Occasionally other activities are arranged, venue and date are posted on the notice board for residents' attention.

Southern Housing Group hope you will soon settle in your new home and we would like to encourage you to start participating in the above activities.

Welcome again to Aldrington Place & Loriners Court.  
Miriam Roberts, Scheme Manager.