



*your council working for you*

**Tenants' handbook**

# **Living independently in Sheltered Housing**

**Our Service Promises to You**



# Our Service Promises to You

SKDC wants to provide the best possible services to Sheltered Housing residents. We have turned this information into a set of 'service promises' setting out what we believe matters most to you as a tenant of sheltered housing and how we plan to meet your requirements. These 'service promises' are priorities for us and our partners and will help us target our resources effectively in providing the best possible service to you and the community you call home.

## To be assisted in managing your tenancy

- In the first two weeks following your move, we'll talk to you about how well you've settled in and whether we, as your landlord, can do anything further to assist you in enjoying your new home. We will also do our best to help you to access any other services you might need.
- We'll visit you again within the first month to make sure that everything is OK with your home.





- We'll review with you every year how well our services are meeting your needs and expectations. If your circumstances change in the meantime, we'll visit you at a time convenient to you.
- We'll help you manage your rent account and other important bills.
- If you need to report any Anti-Social Behaviour or have any other difficulties with your housing, we'll

help and support you through the process of sorting such matters out.

### **To feel safe and secure**

- We'll complete repairs you need when we say we will.
- We'll check the building where you live is safe and secure.
- We'll check inside and outside communal areas every week and arrange to fix any problems we find.

## To live in a clean, green environment

- We'll keep the outside of your housing scheme clean and tidy.
- We'll achieve our cleaning standards by cleaning communal facilities; including lounges, toilets, bathrooms and kitchens.
- We'll check the quality of the cleaning and the upkeep of the outside areas.





## To have the chance to get involved in how the Sheltered Housing service is run

- We'll talk together regularly, through scheme and group meetings, so you can share concerns or queries about our services.
- We'll make it easy for you to tell us what you think about where you live and the services that you receive.
- We'll organise a scheme 'walkabout' every six months, summer and winter, so you can tell us what changes you would like. We'll then tell you what we are going to do about them.

## To stay active and included

- We will ask you what you think about any existing activities and whether you have any ideas about how better use might be made of the facilities available.
- We don't want you to feel isolated and will do what we can to help you feel included in your community.



# Keeping our Promises to You



If you feel that we are not keeping these promises, please let us know so that we can put things right.

If you are pleased with the service you receive, please let us know: it helps us to make sure we deliver the best possible service and we will let the staff responsible know.

You can let us have your views, good or bad, on our Customer Feedback form which is available by ringing 01476 40 60 80.

For more information on any aspect of the services provided to residents living in Sheltered Housing, or to report a problem or make a complaint, please contact:

**South Kesteven  
District Council,**  
St Peter's Hill,  
Grantham NG31 6PZ

**Tel:** 01476 40 60 80,  
**or Housing Management  
Service**  
**e-mail:**  
[housing@southkesteven.gov.uk](mailto:housing@southkesteven.gov.uk)

# Alternative formats and languages

To ensure all residents of South Kesteven have access to our information material, our information is available in the following languages and formats:

## Large print, Braille, audio tape and computer disc.

This information can be made available in large print, Braille, on audio tape, audio CD or computer disc. If you, or someone you know, might benefit from this service, please contact us.

### 繁體中文 / Cantonese

本資料有繁體中文版，若你本人或你認識的甚麼人會受益於此版本，敬請聯絡我們。

### Česky / Czech

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohl využít tohoto servisu, obraťte se prosím na nás.

### Magyar / Hungarian

Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer igényt tart erre a szolgáltatásra, kérem, keressen fel minket.

### Latviski / Latvian

Šo informāciju var iegūt arī latviešu valodā. Ja Jums vai kādai no Jūsu paziņai šādi pakalpojumi nāktu par labu, lūdzu kontaktējiet mūs.

### Lietuviškai / Lithuanian

Šią informaciją galite gauti lietuvių kalba. Prašome kreiptis į mus, jei jums arba jūsų pažįstamiems ši paslauga galėtų būti naudinga.

### Polski / Polish

Informacja ta może być dostępna w języku polskim. Jeżeli Państwo albo ktoś kogo Państwo znają, może z tej usługi skorzystać, proszę nas kontaktować.

### Português / Portuguese

Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contacte-nos.

### Русский / Russian

Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые посчитаете такую услугу необходимой, пожалуйста, свяжитесь с нами.

### Türkçe / Turkish

Bu bilgiler Türkçe dilinde mevcuttur. Siz veya bir tanıdığınızın bu hizmetten faydalanacağını düşünüyorsanız lütfen bizi arayınız.