

What services do Sheltered Scheme Managers' provide?



SEVEN LOCKS HOUSING

— Strong **Foundations**,
Stronger **Communities**.....








SEVEN LOCKS

HOUSING

The Scheme Managers' role is:

-  To provide support services to residents
-  To be responsible for the management of the Scheme

The Key Responsibilities are to:

-  Monitor Tenants Welfare, this includes making daily contact with tenants and dealing with emergencies
-  Arrange and attend regular Scheme meetings with tenants
-  Promote and encourage participation in social activities.
-  Facilitate and encourage resident participation and consultation
-  Network with external agencies that can provide additional services and signpost residents to these agencies
-  Maintain records of activities and incidents
-  Regularly test the emergency pull chord

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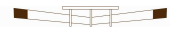
The Facilities you will find at our Sheltered Schemes include:



A lounge is provided at all the schemes which is used as an extension of the residents' home



A communal kitchen



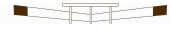
A communal laundry and drying facility



A guest bedroom



A hairdressing room



A link to Harborough Lifeline, providing out of hours emergency support and operating 24 hours a day all year round.



Some schemes have a hobbies room where tenants can take part in activities

All schemes offer excellent facilities in modern, comfortable surroundings

The Scheme Manager is the residents' first point of contact and will always endeavour to assist with any problems.

The Scheme Manager is normally on site Monday to Friday between the hours of 8:00am to 4:00pm; this may vary from scheme to scheme. During these hours they provide support to the tenants within their scheme.

When the Scheme Manager is not on site Harborough Lifeline will deal with all emergencies. Harborough Lifeline staff also make welfare calls at the weekend.

Although the layout of each of our Sheltered Housing schemes differ, the role of the Scheme Manager is the same at all of our sites.

This leaflet gives advice about our Sheltered Scheme Managers' Role - If you or someone you know needs this information in another format or language, please contact Customer Service on 01858 414500.

We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.