

## Welcome Pack - Contents Page

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**Resident Register Form****ROOM:**

Date of Arrival		Housing Contact				
Name of Adult/s		Applicant			Partner	
Nat Insurance No						
Mobile Number/s						
Children						
Pregnant		Due Date:				
Next Of Kin	Name, address, relationship				Religion (optional)	
Contact Tel for Next of Kin:		Home:		Mobile:		
Previous Address					Post Code:	
English Speaking	Yes/No	If no, please give details:				
English Reading	Yes/No	If no, please give details:				
Interpreter Needed	Yes/No	if yes, please give details:				
Learning Disabled	Yes/No	if yes, please give details:				
Hearing/Visual	Yes/No	if yes, please give details:				
Medical Conditions Including physical disabilities, allergies/eating disorders. Recent or relevant hospital admissions. Health needs.						
Medications Name of medication, dose, frequency Self Medicate Yes/No						
DOB	DD	MM	YYYY	GP Name, Surgery, Tel/Consultant Name, Hosp, Tel		
Initials						
Initials						
Child						
Child						
Child						
Formal Support Network Probation Officer, Social Services, H/ Visitor, Midwife, Support Worker, ENDAS, EDP, CPN, Other (please state)			Name/Agency/Tel No's/ including out of hours/frequency of contact:			
Consent to Share form signed		Yes	No	If no, please explain why:		
TDC Risk Assessment received		Yes	No	If no, please explain why:		
Equalities Monitoring Form & pre paid envelope provided				Yes	No	
Devon Home Choice	Bidding Number:		Password:	D.O.B dd/mm/yyyy		
<i>I/we confirm that I/we have been given a copy of the Welcome Pack, which includes: Fire Instructions, signed copies of the: Resident Register Form, Consent to Share, Accommodation Rules, Room Inventory and TV Licence options forms. Teignbridge District Council Accommodation Charges Letter, Instructions on how to use the appliances provided and support related information. I/we confirm that we have had everything verbally explained and fully understand the contents of the Welcome Pack and agree to comply with the rules and Health &amp; Safety advice contained therein</i>						
Signed (client)		Print name		Date		
Signed (client)		Print name		Date		
Signed (manager)		Print name		Date		
Date of Departure				Time of Departure		



## ALBANY HOUSE ACCOMMODATION RULES

1	ARRIVAL	On arrival at your accommodation, you will be given a tour of the premises, which will include your room, communal areas, kitchen facilities and Fire exits. If you accept the accommodation the TAC will register you and issue a Welcome Pack and explain the Accommodation Rules to you
2	WELCOME PACK	We will give you a Welcome Pack. This will contain 5 forms: - <b>Residents Register Form - Albany House Accommodation Rules – Teignbridge DC Permission Statement - Television Licence Options Form - Room Inventory form.</b> We require you to sign these to accept the terms and conditions of the placement. <b>By signing the forms contained within the Welcome Pack, you agree to comply with and abide by all of the rules and advice included in it.</b> We will scan the documents and attach them to your master residents file. We will give you copies to keep in your Welcome Pack. Please retain your copies in your Welcome Pack for the duration of your stay at the accommodation
3	SUPPORT	Please attend any meetings with your Sanctuary Supported Living (SSL) worker and carry out all reasonable requests that relate to your behaviour. Teignbridge DC and SSL staff are entitled to carry out their duties without fear of physical or verbal abuse
4	CHILDREN	Only children included on your Licence Agreement are permitted to reside with you. Please supervise your children at all times, and never leave them unattended on the premises or with other residents. Please remember it is your responsibility to advise and protect your children in matters relating to health & safety
5	ABSENCES	You are not permitted to stay away overnight from the accommodation. You must inform the TAC if for any reason you are not able to stay at Albany House. In the event of an emergency, e.g. a hospitalisation or arrest, please ask someone to let us know as soon as is reasonably possible. If you do not stay at Albany House overnight, we will presume that you have abandoned your room and your accommodation placement will end. Important – please note that if you abandon your personal belongings, they will be removed from the accommodation by Teignbridge District Council. In the event that clinical waste, improperly stored and potentially causing a Health & Safety risk to council staff or contractors, is found when possessions are being collected for storage, Teignbridge District Council reserves the right to dispose of all items and cannot guarantee storage of any items. If items are stored, they will be for a limited period and then disposed of; you are liable for any charges incurred
6	VISITORS	Visitors are not permitted in Albany House. This is for the safety of the household. Doctors, Social Workers, Police, Health Visitors, CPN's, Support Workers, any other professional agencies, may visit freely. Your visitors will be asked for their badge/identification. Please note that other residents are not permitted to enter your room, whether by invitation or otherwise. Likewise you must not enter other resident's rooms, with or without their permission
7	PETS	We are sorry but pets are not permitted. Any exceptions (Guide Dogs/Hearing dogs) will be at Teignbridge District Council's discretion

TEIGNBRIDGE DISTRICT COUNCIL – TEMPORARY ACCOMMODATION

8	ANTI-SOCIAL BEHAVIOUR	Teignbridge District Council does not tolerate bullying, harassment, aggression or rudeness, including verbal abuse or other forms of anti-social behaviour (including loud music/TV) at Albany House or in its vicinity
9	SMOKING	It is against the law to smoke anywhere in Albany House. See the Welcome Pack for details of outside areas where smoking is permitted
10	DRUGS	No drugs (including the use of New Psychoactive Substances, more commonly known as Legal Highs), except your own prescribed medications, are to be used or brought onto the premises at any time by anyone. Failure to comply with this rule will result in immediate eviction from the premises. There are no exceptions to this rule whatsoever
11	DRUNK/ DISORDERLY BEHAVIOUR	Teignbridge DC does not tolerate drunk or disorderly behaviour. Residents are not permitted to bring alcohol onto the premises
12	VIOLENT CONDUCT OR WEAPONS	Teignbridge DC does not tolerate violence towards anyone. No weapons or items that may cause damage, distress, or injury to others, are allowed on the premises
13	DISCRIMINATION	Teignbridge DC does not tolerate any discrimination of any type, to anyone. It is against the law to discriminate against: age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or having a child, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, gender or sexual orientation
14	FIRE	Please check the IN CASE OF FIRE Notice on the back of your room door and situated around the premises. Please read this Instruction Sheet carefully as it could save your life in the event of a Fire. If the Alarm sounds leave the building immediately and gather at the assembly point. Do not stop to collect personal possessions. Any permitted visitors must leave the building with you. Never tamper with the Fire Alarm System, Smoke Detectors or Fire extinguishers. See attached HMO resident's fire safety information
15	SECURITY ROOM SAFETY	Do not give your Albany House key or security information to anyone. Do not let anyone to the premises not known to you on behalf of other residents. Please note that you are responsible for your own personal possession insurance. Do not use deep fat fryers, camping stoves or any naked flames (E.g. candles, night lights or gas canisters). The only permitted cooking appliance in your room is the microwave oven. Do not use your own electrical appliances or multi plug adaptors. Please ensure that the fridge is never turned off. Always lock your own room and the front door when you leave the premises. This rule is for your safety, the safety of your possessions and of the safety of everyone else. All rooms furnished and you are not permitted to other than the minimum amount of essential personal belongings into temporary accommodation. You are not permitted to move <u>any</u> furniture into the accommodation

TEIGNBRIDGE DISTRICT COUNCIL – TEMPORARY ACCOMMODATION

16	<b>COOKING FACILITIES</b>	Each room is provided with a fridge/microwave/kettle and colour television; please cook your meals in the communal kitchen. Ensure you clean up after using the communal kitchen to cook in.
17	<b>ROOM CLEANING BED CHANGING WASTE DISPOSAL</b>	Please keep your room clean and tidy during your stay. We provide cleaning materials and a vacuum cleaner for your use. We provide clean bed linen and towels every week. Please dispose of personal waste in the bins provided
18	<b>TELEVISION LICENCE OPTIONS FORM</b>	If you have opted to watch the television set provided in your room, please complete a TV Licence option form. It is your responsibility to obtain a licence, and you will be liable to prosecution if you do not obtain one but use the TV in your room
19	<b>WEEKLY &amp; OTHER INSPECTIONS</b>	We carry out weekly inspections of the premises and all occupied rooms. We will tell you when your room check is due. If you discover a problem with your room, the appliances or premises, no matter how small, please report it to the TAC immediately. The TAC or other Teignbridge DC staff reserves the right to enter your room without notice in the event of the fire alarm sounding, an emergency situation or if there are health or safety concerns
20	<b>PLANNED DEPARTURES FROM ALBANY HOUSE</b>	The TAC conducts an inventory check of your room just prior to your departure from the accommodation. You will be asked to return your keys and Welcome Pack before leaving. When packing your belongings, please note that any items left in the room, will be treated as discarded and will be disposed of. Please, therefore, check all cupboards, drawers and wardrobes carefully for your belongings before you leave
21	<b>COMPLAINTS &amp; FEEDBACK</b>	If there is anything which you wish to complain about, no matter how small, then please speak to the TAC. If you feel unable to do so, then please follow the Residents Complaints Procedure contained in your Welcome Pack. We welcome all feedback

By signing below you are agreeing to move into Albany House and to abide by all the rules and advice set out above and in the Welcome Pack.

**IF YOU ARE EVICTED FROM YOUR ACCOMMODATION BECAUSE OF A FAILURE TO COMPLY WITH THE LICENCE AGREEMENT/ACCOMMODATION RULES, TEIGNBRIDGE DISTRICT MAY END ANY DUTY TO PROVIDE YOU WITH INTERIM ACCOMMODATION.**

I authorise Teignbridge District Council, in the event of my departure from the accommodation, to remove, dispose of or store any possessions left in the premises. Any disposal or storage will be at the discretion of Teignbridge District Council and will be charged to me.

<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Name: Of Partner</b>					

## HMO residents fire safety information:

Residents are reminded that it is also their responsibility to assist the landlord in keeping the fire risk attributed to this building to as low as is reasonably practicable, as dictated in law by Regulation 10 of The Management of Houses in Multiple Occupation (England) Regulations 2006.

“Every occupier of the HMO must:

Conduct themselves in a way that will not hinder or frustrate the landlord in the performance of their duties, allow the landlord, for any purpose connected with the carrying out of any duty imposed on them by these regulations and at all reasonable times, to enter any living accommodation or other place occupied by that person; provide the landlord, at their request, with any such information as they may reasonably require for the purpose of carrying out their duties; take reasonable care to avoid causing damage to anything that the landlord is under a duty to supply, maintain or repair under these regulations; and comply with the reasonable instructions of the landlord in respect of any means of escape from fire, the prevention of fire and the use of fire equipment.

Therefore we request you read and abide by the following requirements:

1. Residents are reminded not to store combustible items on the stairway or landings.
2. Residents must not at any time obstruct in any way the stairs, landings or doors.
3. Residents are requested to periodically view the 'Fire Procedure' displayed adjacent the fire alarm control panel.
4. In the event of fire, the entrance door to each flat affords necessary fire protection to the rest of the building by preventing/reducing fire spread. It is therefore necessary that these doors are maintained and residents should routinely confirm:
  - a. That no gap exists greater than 4mm between the frame and door leaf on the top and side edges;
  - b. That the door's self-closer closes the door fully within its frame from any start position without any manual intervention;
  - c. That no damage has been incurred to their respective door, their furniture or intumescent strips and cold smoke seals.If you find any defects related to the conditions above please report your findings to the landlord for remedial action.
5. If residents have any concerns with regard to fire safety they should immediately inform Teign Housing.



## Permission Statement

I authorise the Housing Service at Teignbridge District Council to make any necessary enquiries to check the information that I have given. Teignbridge District Council has full permission to contact any of the agencies/services listed below.

- Family / Friends
- Landlord
- Allocations TDC / or any other local authority
- Housing Benefit TDC / or any other local authority
- Council Tax TDC / or any other local authority
- Housing Management TDC / or any other housing provider
- Housing Services TDC / or any other local authority
- Planning and Building Control
- Land Registry
- Welfare Rights / CAB
- Social Services
- Drug and Alcohol Services
- Environmental Health
- Doctor
- Health or Mental Health Professional
- Hospital
- Police
- Solicitor
- Financial Institutions
- Department of Works and Pensions
- Probation
- Care and Repair
- Any other agency or service which may be able to assist with your application

The information contained on this form will be held for the purpose of carrying out enquiries in relation to applications for advice and assistance, to meet the Council's statutory duties and to provide better services.

### Applicant

Full Name			
Signature		Date	

### Partner

Full Name			
Signature		Date	



Albany House TV License Form

IMPORTANT INFORMATION REGARDING TELEVISION LICENCES

We have been advised by the TV Licensing authority that all residents who wish to watch the TV in their temporary accommodation must purchase their own TV Licence. This rule applies regardless of who provides the TV.

If you already have a Licence you can transfer it to your new address.

If you would like to pay your licence fee you can telephone yourself to arrange a payment card using the following number: 0300 5550300

Please take action immediately to arrange your own licence if you are intending to use the television provided in your room.

**REMEMBER: - YOU WILL BE LIABLE TO PROSECUTION IF YOU DO NOT OBTAIN A TELEVISION LICENCE AND USE THE TV IN YOUR TEMPORARY ACCOMMODATION.**

If you do not wish to use the television set provided in your room you would then not need to purchase a TV Licence. If you chose this option you will be asked to sign the statement below.

You are not permitted to use your own television in your room.

**REMEMBER: - YOU NEED A TV LICENCE REGARDLESS OF WHO PROVIDES THE TV**

Date	Room No
------	---------

I have read and fully understand the contents of this document and have been given a copy

I	(Print name)	(signature)
---	--------------	-------------

I will be obtaining a television licence immediately

I	(Print name)	(signature)
---	--------------	-------------

I/We will be not be obtaining a TV licence and do not intend to use a TV in the room. I/we also confirm that if I/we do use a TV without obtaining a television licence, I/we will liable to prosecution by the TV Licensing authority.

I	(Print name)	(signature)
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## ROOM INVENTORY – 2 PERSON UNIT

ROOM NO 2

ITEM	Arrival (tick)	Departure (tick)
2 x Roller Blinds		
1 x Single Bed		
2 x Pillows		
1 x Single Duvet		
2 x Pillow Protectors		
1 x Mattress Protector		
1 x Sheet		
1 x Waterproof Mattress Cover		
1 x Duvet Cover		
2 x Pillow Cases		
1 x Bedside Table		
1 x Cork Board		
1x Breakfast Bar Chair		
1 x Kettle		
1 x Microwave		
1 x Fridge		
1 x Colour TV		
1 x Remote Control		
2 x Swing Bin		
1 Bowl for washing Dishes		
2 x dinner plates, 2 x small plates, 2 x mug, 2 x cereal bowl, 2 x knife		
2 x forks and spoons, 2 x teaspoons		
1 x Tin opener, 1 x plastic cutlery tray		
Cleaning Materials – 1x Antibacterial Spray 1x Washing up liquid replaced by Albany House		
1x peddle bin, 1x tea towel, 1 x sponge 1 x plastic sink drainer,		
1 x green chopping board 2 x place mat 2 x coasters		
RESIDENT/S NAME/S	Signature:	Date
RESIDENT/S NAME/S	Signature:	Date
MANAGERS SIGNATURE:		Date

Please remember that you will be held liable for any damage caused by neglect or abuse of any furniture, furnishings or appliances.

## Albany House – Services & Facilities Information

### **Shared Kitchen Facilities**

Open for use every day please be mindful and not to cook passed 11pm.

There are well-equipped kitchens provided for your use, but obviously a few ground rules are necessary for everyone to enjoy these facilities. Please ensure you clean up thoroughly after you have used the kitchens. Use the colour coded chopping boards provided to cut food, never cut directly on the work-surfaces. Please use the kitchens with caution! Other residents may have used an appliance just before you; there could be hot pans, hobs, ovens or water.

### **Fridges & Freezer**

Three Fridges are provided in the kitchen for you to keep fresh foods chilled during preparation of meals. Do not use these fridges for storing your food items as fridges are provided in your room. The kitchen fridges will be checked on a regular basis and any foodstuffs left there will be disposed of. A freezer is provided; please label your frozen foods and remember that foods are left in the freezer at your own risk.

### **Washing up**

Please wash, dry and put away any items you use in the kitchen cabinets. Please do not leave any soiled items or washed items draining in the kitchen. Please report breakages to the TAC. Please keep all surfaces clean and clear.

### **Appliances**

Please read the appliance instructions contained in the kitchen appliance file before operating cookers, microwaves, kettles, toasters, washing machines and dryers. Please make sure that all cooker knobs are in the OFF position every time you use the hob or oven and that you check that all controls are in the OFF position when you have finished using the kitchens. Be very careful when frying food in hot oil or fat, as overheated splashes could easily ignite. Do not bring in and use other cooking equipment e.g. - deep fat fryers. Never leave a cooker on and unattended.

### **Hot Pans**

Never place any hot pans directly onto work tops and please use the worktop savers provided. Please take care as pans can still be hot from previous use.

### **Children in Kitchens**

Please ensure that children are safe and supervised at all times when you are using the kitchen. Please use the high chairs provided for small children. Whilst in the shared kitchen and you have children present, you must ensure they are supervised at all times. Please remember supervise your children at all times, and never leave them unattended on the premises or with other residents. Please remember it is your responsibility to advise and protect your children in matters of health and safety.

### **Kitchen Safety**

You must not cook or use any electrical appliances provided whilst under the influence of alcohol or drugs.

### **Bed Changing/Room Cleaning**

We are required to carry out Health & Safety checks of all rooms on a weekly basis; these checks will take place between 9am & 10am every Friday morning. It is essential that these Health & Safety checks are carried out. It is not necessary for you to be present. All residents are expected to keep their rooms clean and tidy. Please strip your bedding & towels every Friday morning, and bring down to the TAC by 9.00am; and we will provide you with clean sets. If are not on site at this time, please strip your bed and leave your bedding & towels ready for collection. All the beds are fitted with a waterproof mattress protector and quilted protectors; do not remove these from the beds. Please do not tie up the net curtains, or place anything on the UPVC window sills. If you need help, with any aspect of room cleaning or bed changing, please let us know. Cleaning materials are supplied for each room. No pictures, posters, or any other item should be attached to the walls. Please use the notice boards provided in your room.

### **Children**

Children and babies are very welcome at Albany House and their safety is very important. Please supervise children at all times as they are your responsibility. Please do not leave children unsupervised in the kitchen areas or anywhere in the building. High chairs are provided and must be used for babies and for young children. Please do not allow your children to disturb other residents or behave inappropriately within the house. For the safety and security of all children: - please do not allow them to play on the stairs, landings or in common areas. Always ensure that the kettle in your room is placed on the appropriate worktop, out of the reach of your children. If have any worries or concerns relating to your children, please let us know. Please remember, it is your responsibility to advise and protect your children in matters relating to health & safety.

### **CCTV**

For the safety and security of the household, CCTV is operating and recording, 24 hrs a day with cameras in the common areas and at the main doors. Any resident who interferes in any way with a CCTV camera will face immediate eviction. There are no exceptions – or whatever reason - to this rule.

Please only enter Albany House via the front door.

### **Communal Areas**

Please keep the communal areas of the house clean and tidy. We will provide toilet rolls and bags for rubbish disposal. Please bring down your rubbish bags each morning and place in the bins provided in the bin store area at the side of the building. Please be careful not to damage the walls or decorations when moving in and out or going about your daily business.

Exiting the building via the Fire Exit (Bin Store) is strictly forbidden and must only be used in the event of a Fire/Fire Drill/Emergency situation.

### **First Aid**

First Aid kits are provided for minor cuts and abrasions only. If you have used one, please inform a member of staff at the earliest opportunity so that used items can be replenished. Please refer to the basic first aid information contained in your welcome pack, If in any doubt call 999.

Please remember kitchens are not to be used by any permitted visitors. Please do not add or remove any cutlery, crockery, cooking utensils and appliances from the kitchen. Failure to use the kitchen as instructed could result in formal action being taken. If you have any questions or queries, or would like a demonstration of how any of the appliances work, please ask a staff member

### **Fridges/Microwaves/Electrical Equipment**

Each room is furnished with a fridge and microwave, colour television and kettle. Please ensure that the fridge is never turned off. You will find an information sheet regarding use of the microwave in your Welcome Pack. The microwave is the only cooking appliance permitted in your room, the use of any other cooking appliances is strictly forbidden (e.g. toaster, deep fat fryer, camping stove, hot plate etc.). We operate a strictly no naked flames policy (e.g. candles, joss sticks, night lights or gas canisters). We have provided a plastic bowl for washing dishes under the sink unit. Please report any faults to a staff member immediately.

### **Fire Exits**

Exiting the building via the Fire Exit (Bin Store) is strictly forbidden and must only be used in the event of a Fire/Fire Drill/Emergency situation.

### **Iron /Ironing Board/Vacuum cleaner/Cleaning Materials**

The Residents Cleaning Cupboard is located opposite kitchen. We provide these items for your convenience; please take care when handling the iron in case it is still hot from a previous use. Please be cautious when handling cleaning materials and always read the instructions before use; if in doubt, do not use them. Please return the ironing board and iron (when cooled) to the storage rack. If you use the iron on a steam setting, you must add water, before you plug the iron in. Please do not iron clothes on tables or carpets and always use the ironing board. Please return the vacuum cleaner Residents Cleaning Cupboard as soon as you have finished using it. Report any faults to a staff member immediately, and never use any items which you think may be faulty.

### **Keys**

We will provide you with a room key and a front door key. Please shut and lock the front door at all times. Please do not give your keys to anyone else; this rule is for your safety, the safety of your possessions and everyone else's. Always lock your room door when you leave it. The keys will be able to be copied by residents as they are security suited keys. If residents require additional copies of keys they should speak with the TAC. We will charge £20 for replacing lost keys.

### **Mail**

All incoming mail is delivered via the office letterbox. Residents will be informed when post is received and the TAC will then pass residents.

### **Parking**

Parking is not permitted on the paved area directly in front of the main doors to Albany House. Should you need to unload items from a vehicle there is a loading bay situated at the side of the building on Victoria Place which has waiting restrictions. Please read street signage. Vehicles are left at owners risk

### **Pets**

We regret that we are unable to accept any pets at Albany House.

### **Personal Laundry**

Please use the washing machines and tumble driers in the kitchen. There is an iron and ironing board available for you use. Please do not hang any washing out of the windows or dry washing on radiators or in your rooms.

### **Smoking**

We operate a No Smoking Policy at Albany House, both in the premises and at the entrance. It is against the law to smoke in the premises.

### **Toilets and Showers**

Please take care when using these facilities; check water temperatures before using them. Always use the non slip mats provided. If you spill blood, clean it up immediately and report it without fail to a staff member. Please supervise your children when they are using the showers. Baby baths are available on request. Please dispose of nappies carefully by placing them into a plastic leak proof bag and placing them in the large green bin provided in the bin storage area. Never leave nappies in the bathroom bins and do not try to flush anything down the toilets, except toilet paper. We will provide help and advice on operation of the showers/water temperature etc. If you discover anything wrong with these facilities, report it immediately to the staff member.

### **Visitors**

Doctors, Social Workers, Police, Health Visitors, CPN's, support workers and other professionals may visit freely. For the safety and security of all residents we ask you not to admit personal visitors to Albany House. We do not allow personal visitors.

The Temporary Accommodation you are staying in will pay particular attention to its duty to provide a safe environment. We will strive to minimise any risk to health & safety, for all of the residents, management, staff and contractors. We will record any accidents in the Accident Book. We will record any incidents on an Incident Report Form. We will record any repairs or health and safety related matters in the Maintenance and Health & Safety Book.

Between 11pm & 7am, we expect all residents to show consideration to the rest of the household, by keeping noise, television volume etc to a minimum (Including our neighbours). Please do not disturb other residents and nor should they disturb you.

Please remember that breach of the terms and conditions will lead to eviction. If you are evicted from this temporary accommodation, Teignbridge District Council may decide to end its duty to provide you with any accommodation. **WE WILL REPORT ANY ILLEGAL BEHAVIOUR TO THE POLICE.**

We hope that your stay at Albany House will be enjoyable. Please respect other people's privacy and peace and quiet. If you have any problems relating to other residents, please let us know. If you are unsure about anything please ask.

**Need to speak to someone?**

It is important to enter these numbers now into your mobile phone or if you do not have a mobile phone then write the numbers down and keep them with you at all times.

If you need to speak to a member of staff in the event of an emergency, please use the following contact telephone numbers:

Between 8.30am & 4.30pm – Monday to Thursday

Between 8.30am & 4.30pm Friday

Please call 01626 215442

In the event of an emergency outside of these times, please call 01626 361101

If you need to speak to your support worker, please use their own contact telephone number.

Please use the above contact numbers immediately in case of the following:

An emergency situation; the fire alarm sounding; locking yourself out; faults within the house (e.g. no hot water, problems with electric services, gas appliances, gas leaks); disturbances from other residents, and disturbances from our neighbours; any other emergency matter relating to the premises which causes you concern.

Please remember, if something is important to you, it will be important to us.







# **ATTENTION!**

## **IN CASE OF FIRE ALARM**

**(No matter how small)**

### **ACTION NOTICE**

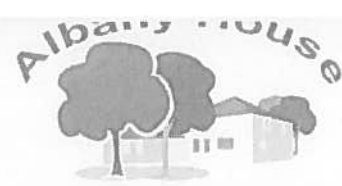
### **FIRE**

**If you discover a fire, immediately raise the alarm by breaking the nearest glass point and dial 999**  
**On hearing the fire alarm, please do not panic:-**

1. You must evacuate the building and walk to the assembly point immediately.
2. The Fire Alarm will not turn off until a member of staff arrives at the building and uses the key to operate the fire alarm.
3. The Fire Brigade will attend Albany House.
4. The member of staff after checking for anyone left in the building) if safe to do so) will attend the assembly point and check on the residents.
5. Once it has been confirmed that there is no fire by the Fire Brigade or Member of staff the alarm will be reset.
6. Once reset and there is no fire you will be permitted to re-enter the building.
7. Once you have left the building you must not re-enter until you are told to do so.
8. There can be more than one fire at any one time.

**Between 8.30am & 5pm- Monday to Thursday or 8.30am and 4.30pm Friday  
please call 01626 215442, outside these times please call 01626 361101**

There are emergency lights fitted throughout the stairs and landings which will come on automatically should the electricity fail. The door to your room is a fire door and there for your protection, **it is a legal requirement that they remain closed. Please never wedge these doors open.** As well as a full fire alarm system there is emergency lighting and fire extinguishers.



Assess the situation, stay calm and don't panic. Realise that the speed at which you act can save a life. Minimise danger to yourself

- Send for help - Let the TAC or other at Albany House know straight away.
- If in any doubt, **call an ambulance, dial 999 immediately**

### Breathing

- Check that the airway is open and casualty is breathing

### Unconsciousness

- Place an unconscious person in the recovery position – see page 2
- But if there is any possibility of spinal injury, **DO NOT MOVE** unless difficulties in breathing make this essential

### Shock

- Keep the casualty warm and quiet until skilled help arrives
- Stay with patient and give all the reassurance you can

### Electrocution

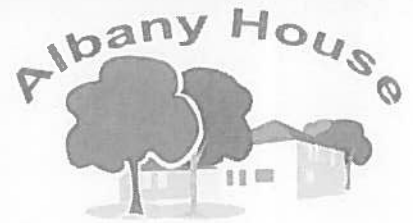
- The passage of electrical current through the body can cause cardiac arrest, burning and shock. Many injuries result from faulty switches, frayed cables or defects in electrical appliances

**Whatever the cause of an electrical accident, never touch the casualty with bare hands unless you are there is no danger to yourself**

- Switch off the electrical supply if possible or remove fuse
- Remove the casualty from contact with electrical source, using non –conductive articles such as a dry brush handle, dry rope or piece of clothing
- Call for help
- If the casualty is breathing, but unconscious, place him in the recovery position
- Remove to hospital in all cases

### Recovery position

- The recovery position ensures that a casualty maintains an open airway, that the tongue cannot fall to be back of the throat that the head and neck remain in an extended position so that the air passage is widened, and any vomit or fluid will drain freely.
- **IF THE VICTIM IS UNCONSCIOUS DO NOT GIVE ANYTHING BY MOUTH**
- You will need to get the casualty lying on their side, Supported by one leg and one arm in the case of head or ear injury, keep the injured side down
- Where there are fractures in the upper or lower body, where the casualty is lying in a confined space, or where it is not possible to use the bent limbs as supports, the recovery position can be modified. In such cases, a rolled blanket can be laid down the front of the body. This method can also be used to transport a casualty on a stretcher in the Recovery position
- **N.B:** when moving the casualty, always do so as a total unit i.e. keep the casualty's head and trunk aligned at all times.



**RESIDENTS INFORMATION –  
What do I need to do now?**

After your induction into Temporary Accommodation, there are a number of things you need to do. If you do not complete these tasks you could lose your accommodation, so it is really important that you address the following as soon as possible:

**1. COMPLETE A HOUSING BENEFIT CLAIM**

The Council has arranged your temporary accommodation and will require you to pay accommodation and service costs for the duration of your stay. A Housing Benefit claim could help you meet the cost of your accommodation. The amount Housing Benefit pays will depend on your total household income, but it will not pay the service charge element of your accommodation charges. It is your responsibility to make and complete a claim for housing benefit, as discussed with you by your Housing Options Officer.

Please provide all of the information that the Housing Benefit service needs to process your claim as soon as possible. If you do not complete a claim you will be liable for the entire cost of your accommodation and if you do not pay you risk being asked to leave. If you are already in receipt of Housing Benefit, please notify the service of your change of circumstances/address, in order that they can amend your claim. Please remember to provide Housing Benefit with any requested information as quickly as possible to prevent delays in your claim being processed.

**2. PAY YOUR SERVICE CHARGES REGULARLY**

While you are staying at Albany House you are liable for a service charge. We will provide a letter shortly with account details and a bar code so you can make payments at a Post Office, or at Forde House. The service charge amount varies depending on your household size, and applies to everyone in temporary accommodation, even if they claim state benefits. Please pay the service charge rate shown on your Licence Agreement, if possible in advance. You will be given a receipt when you pay your service charge; please keep it and show it to the Temporary Accommodation Coordinator.

There are of course other things that you must do while you are living here, such as keeping your room clean and tidy, and abiding by the rules. These are all covered in the Albany House Accommodation Rules contained in your Welcome Pack. If you would like anything explained to you, or you have any questions, please do not hesitate to ask.



**Albany House: - Safeguarding Adults**

Please read through this guidance carefully, if there is anything that you do not understand, please speak to the TAC who will be happy to help.

**Question**

**Answer**

<b>Who is an adult at risk?</b>	Someone who may be in need of help because of a disability or illness unable to take care of themselves unable to stop someone from harming or exploiting them
<b>What does exploit mean?</b>	to take selfish or unfair advantage of a person or situation, usually for personal gain
<b>What is abuse?</b>	Abuse is something that is done to another person, without their full understanding or consent, that harms them in some way
<b>Can anyone be an abuser?</b>	Yes, abuse can happen anywhere, for example: - in the vulnerable adults own home, in temporary accommodation, in a residential or nursing home, in a hospital, prison or day centre.
<b>What does inappropriate mean?</b>	not fitting, timely, or suitable
<b>What types of abuse are there?</b>	<p><b>NEGLECT</b> is a failure to provide suitable care or attention to the point where someone's health is affected</p> <p><b>PHYSICAL ABUSE</b> includes hitting, pinching, deliberately giving too much medication or physically restraining someone in an inappropriate way</p> <p><b>FINANCIAL ABUSE</b> Includes taking another person's money or possessions; pressure in connection with wills, property or financial transactions.</p> <p><b>SEXUAL ABUSE</b> Includes any sexual act to which the vulnerable adult has not consented and may not understand.</p> <p><b>PSYCHOLOGICAL ABUSE</b> Can happen where someone is isolated, verbally abused or threatened.</p> <p><b>DISCRIMINATING ABUSE</b> Includes any type of abuse aimed at a vulnerable adult because of their colour, religion, appearance or sexuality.</p> <p><b>INSTITUTIONAL ABUSE</b> Abuse occurring in a social or health care establishment that may range from poor practice to ill treatment and gross misconduct.</p> <p>If you see, hear or suspect a vulnerable adult is being abused in any way, please tell the TAC or staff member about it</p>
<b>What can I do?</b>	
<b>Who do I Tell?</b>	Contact Care Direct
<b>How do I contact Care Direct?</b>	<p>Telephone on Freephone - 0845 155 1007</p> <p>Email: <a href="mailto:csc.caredirect@devon.gov.uk">csc.caredirect@devon.gov.uk</a></p> <p>Care Direct is open to take calls between 8.00am to 8.00pm Monday to Friday and from 9am to 1.00pm on Saturdays. Outside these hours and on Sundays and Bank Holidays, in emergency only, please contact the Emergency Duty Service on 0845 60000 388</p>

**REMEMBER!.....in an emergency dial 999**



## Albany House: - Safeguarding Children

Please read through this guidance carefully. If you have any concerns about a child speak to the TAC or another staff member immediately.

### Question

### Answer

**What is Child Abuse?** There are many different types of child abuse and many ways in which child abuse can occur. It can happen to children at any stage of development from birth until they are 18. The law says that young people are children until their 18<sup>th</sup> birthday.

**What are the main forms of abuse?** **PHYSICAL ABUSE** – Where a child is physically hurt, injured or killed. This can involve hitting, shaking, squeezing, burning and biting. It also involves giving a child poisonous substance, inappropriate drugs and alcohol, and any attempted suffocation or drowning. In some cases, excessive force may be used when feeding or changing a child's nappy.

**SEXUAL ABUSE** – Where children (girls or boys) are sexually abused by adults or other children who use them to meet their own sexual needs. This might be sexual intercourse, fondling, masturbation, oral sex, anal intercourse, and exposing children to pornographic material including videos and the internet.

**NEGLECT** – Where parents or carers fail to meet the basic and essential needs of their children to have food, clothes, warmth and medical care. Leaving children alone and unsupervised is also an example of neglect. A parent refusing to give love and affection to their children is an example of emotional neglect.

**EMOTIONAL ABUSE** – Where a constant lack of love and affection or threats, verbal assaults, taunting and shouting can lead to a loss of confidence and self esteem, making a child become nervous and withdrawn.

**What might make you worry?** Is the child doing something that is unusual for the child?  
Is the child over friendly with strangers? Do you recognise any or some of these behaviours in the child?

Frequent mood changes; unusual eating patterns; always hungry; changes in appearance; quiet and withdrawn; a loner; never wants to go home; tired looking; seductive behaviour; frequent bruises (particularly on fleshy parts); gives the impression of being unloved and unhappy.

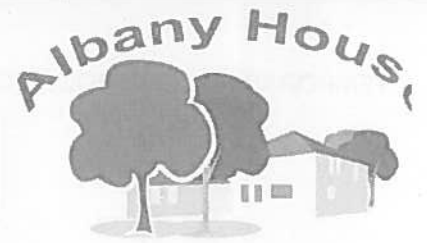
**What about the parents?** The child's parents could well be trying to attract attention to themselves as an initial cry for help. In instances of abuse both the child and parents need help. Some parents are very relieved to know that their problem has been recognised. Others, unfortunately, may deny that a problem exists or become elusive if they feel they are under suspicion.

**Do's & Don'ts** Remember that children are vulnerable individuals who do not always communicate their anxieties and concerns in 'usual' ways. This is particularly important if a child has special needs or disabilities.

If you suspect child abuse:	
Do - realise that your concerns could be significant and should be passed on. Tell Social services of your concerns, but try not to be "over dramatic"	Don't - examine the child.
	Don't - ask leading questions. Allow the child to tell their own story.
If a child tells you something has happened: Do - allow the child to do the talking	Don't - postpone or delay the opportunity to listen
Do - listen – take the child seriously	
Do - remain calm and caring	Don't - ask leading questions
Do - allow the child to finish	
Do - record the conversation as soon as possible afterwards (it is very important to use the child's own words)	Don't - allow your own feelings (such as anger, pity or shock) to surface
Do - share your concerns with a Social Worker. You are not expected to handle it alone	Don't - make false promises (that you will keep 'the secret', for example)
Do - tell the child what you are going to do next	Don't - interpret what you have been told, just record it

**What happens next? -** If there is a reason to suspect child abuse, or if there are causes for concern, remember: - your concern and involvement will be treated in confidence.

If you are concerned about a child or young person in Devon and want to speak to someone contact the Multi-Agency Safeguarding Hub (MASH) on 0345 155 1071 or email [mashsecure@devon.gcsx.gov.uk](mailto:mashsecure@devon.gcsx.gov.uk) and give as much information as you can.



## Resident's guide to the: - DISCIPLINE PROCEDURES AT ALBANY HOUSE

All residents will, on admission, be given a verbal explanation of the Albany House Accommodation Rules. These are contained within your Welcome Pack for future reference. If you have reading/learning disabilities, please don't worry, you will be given help as part of your support.

In addition to the accommodation rules, you will find within your Welcome Pack, advice relating to the premises. Please ask if there is anything you do not understand. Remember, if something is important to you it will be important to us.

The Albany House Accommodation Rules and your Welcome Pack are there to ensure every resident is shown respect and, in return, must show consideration to the rest of the household. The safety and security of all residents depends upon everyone agreeing to abide by these rules.

If you breach the house rules during your stay, the Temporary Accommodation Coordinator (TAC) will speak to you regarding the matter and explain how your behaviour is affecting the household or endangering others. In the majority of cases, this will be the end of the matter. It will be recorded in your Resident Support Notes. However, if you are repeatedly breaching house rules, with no regard for the consequences of your actions, the manager would then issue you with an:-

### ALBANY HOUSE - INCIDENT REPORT FORM - FORMAL VERBAL WARNING

You will be asked to sign this form to say that you have had this warning verbally explained and that you understand the contents. You will be offered a copy. It will be kept in your Master Residents File in the office. At this point the TAC will not send a copy of the Incident your case worker at Teignbridge District Council. This is to give you an opportunity to address your behaviour.

Repeated AH warnings, Verbal Warnings, with no attempt by the resident to change their behaviour will lead to:-

#### 1<sup>ST</sup> WRITTEN WARNING

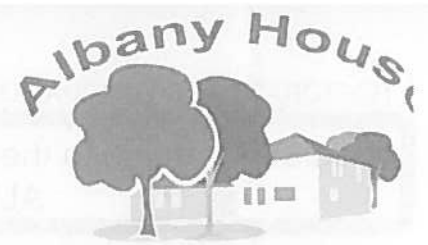
You will be asked to sign this letter, to say that you have had this warning verbally explained and understand the contents. You will be given a copy; a copy will be kept in your Master Residents File. A copy of the 1<sup>st</sup> warning together with copies of any Incident Reports (Formal Verbal Warnings) will be sent to your case worker at Teignbridge District Council. The TAC can arrange a Support Plan Meeting with your Support Worker, so that together you can look at what action you need to take to avoid any further warnings.

Once the 1<sup>st</sup> Written Warning has been emailed to your Housing Options Officer, the officer will, at their discretion, make contact with you to reiterate the consequences of any further breaches and the impact this is likely to have on their future accommodation provision and homeless application

#### 2<sup>ND</sup> & FINAL WRITTEN WARNING

You will be asked to sign this letter, to say that you have had this warning verbally explained and understand the contents. You will be given a copy, and a copy will be kept in your Master Residents File. A copy of the 2<sup>nd</sup> & Final Written Warning together with copies of any Incident Reports (Formal Verbal Warnings) will be sent to your case worker at Teignbridge District Council. Please remember:-

***If you are evicted, Teignbridge District Council may decide to end its duty to provide you with accommodation, rendering you homeless. I would urge you to give serious consideration to the consequences of any further breaches. You are being offered support and an opportunity to move towards independent living. It is now up to you to take advantage of this opportunity.***



The TAC will be happy to talk through with you the reasons why your behaviour is unacceptable and how it affects the rest of the household. The TAC can arrange an urgent Support Plan Meeting for you, so that together with your Support Worker, you can look at what action you need to take to avoid eviction.

**EVICTIION**

Following your 2<sup>nd</sup> & Final Written Warning:- If you continue to allow your behaviour to affect the rest of the household by further breaches of the accommodation rules you will be asked to leave Albany House.

The TAC will explain why you are being evicted and you will be asked to sign the eviction letter and be given a copy. A copy will be kept in your Master Residents File and, this file will be sent to your case worker at Teignbridge District Council.

You will be asked for the keys to Albany House and providing you are behaving in a reasonable manner, will be permitted to remove your belongings from the premises. You will be advised to report to your case worker at Teignbridge District Council. If you want to go straight to Teignbridge District Council, we will look after your belongings and, if you are not able to remove them to alternative accommodation, we would advise Teignbridge District Council, who will then decide what action will be taken, regarding your belongings. You would need to speak to your case worker who will be able to advise you further.

**INSTANT EVICTION**

If your behaviour seriously breaches house rules and places staff or residents in danger – you will be asked to immediately vacate the premises. You should try and remain calm and report to Housing Advice at Teignbridge District Council.

**Please see examples below of unacceptable behaviour and examples of behaviour which may result in instant eviction:-**

<b>EXAMPLES OF UNACCEPTABLE BEHAVIOUR</b>	
Breaches of the Accommodation Rules	Refusal to engage in needs assessments
Breach of Visitors Rules	Failure to act on advice relating to hygiene
Not residing at the STA for the required number of nights per week	
Between the hours of 11pm & 7am: - Loud television; entering and leaving the premises in a manner which disturbs others; bathing and showering in the middle of the night; behaving in a manner which disturbs others	

<b>EXAMPLES OF BEHAVIOUR WHICH MAY RESULT IN INSTANT EVICTION</b>			
Violent behaviour	Theft	Bullying behaviour	Illegal behaviour
Sexual Assault against anyone	Racial Assault against anyone	Child abuse	
Drug taking (other than prescribed or over the counter medication)	Fighting	Starting a fire	
Drunk disorderly behaviour	Drug dealing		
Interference with any of the fire prevention equipment, with intent or not, to cause injury and suffering to others			





**ALBANY HOUSE :- HEALTH & SAFETY REPORT**

Teignbridge DC provides this temporary accommodation with particular attention to its duty to provide a safe environment. We will strive to minimise any risk to health & safety, for all of the residents, management, staff and visitors. Any accidents will be recorded in the Accident Book.

Any incidents will be recorded on an Incident Report Form.

Any repairs or health and safety related matters, will be recorded in the Maintenance & Health & Safety book

As a resident in the property, you may notice things in your room or around the property that you think need to be fixed or could increase the likelihood of you or a resident having an accident (e.g. broken window catches, carpets not fixed down properly, water too hot). If you notice anything, please write it down in the space below and give the report to The Temporary Accommodation Coordinator.

Name	Room No	Date
Problem:		

For completion by TAC:

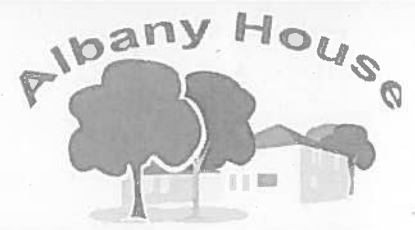
Date entered into Maintenance book	
Date problem rectified	
Signed	

For completion by the Resident:

I am happy that the above problem has been resolved.

Resident Signature Print & Sign		Date	
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## Concerns and Complaints



If you have any feedback or complaint about how you have been treated whilst staying in temporary accommodation, please let us know. We welcome all feedback and investigate all complaints fully and fairly.

TYPE OF COMPLAINT	WHAT ACTION CAN I TAKE?
<p><b>Minor Complaint:-</b> If you are not happy with the service or your Temporary Accommodation: For example –</p> <ul style="list-style-type: none"> <li>• Lack of clean bed linen</li> <li>• Communal areas not cleaned</li> <li>• Lack of hot water</li> <li>• Other residents disturbing your sleep e.g. because their TV is too loud</li> </ul>	<p>Speak to the TAC; explain the concerns that you have. They will make a note of your complaint and will let you know within 24 hours what action will be taken to rectify the problem.</p> <p>If you have a minor complaint regarding other residents, please inform the TAC, rather than dealing with it yourself – your confidentiality will be respected at all times.</p>
<p>If you are not satisfied with the outcome or response from the TAC, you can speak to the Assessment and Accommodation Lead (AAL) who is responsible for overseeing complaints.– you can do this by: Telephone on: 01626 215315 or in writing to: Assessment and Accommodation Lead Housing Services Teignbridge District Council NEWTON ABBOT TQ12 4XX</p>	

TYPE OF COMPLAINT	WHAT ACTION CAN I TAKE?
<p><b>Major Complaint:-</b> If you need to make a complaint about the conduct of any of the staff at your Accommodation, or at Teignbridge District Council e.g.</p> <ul style="list-style-type: none"> <li>• You feel unable to talk to the TAC or support worker, because of a personality clash</li> <li>• You feel that your Accommodation is not being managed effectively and this is causing you to feel vulnerable or unsafe</li> <li>• You have a complaint regarding your case worker at Teignbridge District Council or a complaint relating to your homeless application</li> <li>• Your complaint relates to Sexual or Racial discrimination</li> </ul>	<p>As above</p>

TYPE OF COMPLAINT	WHAT ACTION CAN I TAKE?
<p>Complaint regarding the Safeguarding of</p> <ul style="list-style-type: none"> <li>• Adults</li> <li>• Children</li> </ul>	<p><b>YOU MUST TELL SOMEONE.</b> Please tell the TAC or another staff member</p>