



**Exeter City Council**

# SHELTERED TENANTS HANDBOOK

# Contents

Contents.....	2
Aids and Adaptations.....	3
Contact Telephone Numbers.....	4
Postcodes.....	6
Sheltered Housing Consultation Group.....	8
Security.....	9
Password Scheme.....	10
Home Contents Insurance.....	11
Wardens - Sheltered Housing Sites.....	12
Warden Service.....	15
Your Responsibilities as a Tenant.....	17
Exeter Home Choice.....	20
Supporting People.....	23
Housing Benefit.....	25
Decoration/Garden Maintenance.....	28
General Information.....	31
Energy Efficiency.....	33
Rubbish.....	37
Sheltered Scheme Details.....	39
Comments and Compliments.....	44
Making a Complaint.....	45
Complaints Procedure.....	46

# Aids and Adaptations

If you are at risk for any of the following reasons the council may be able to provide aids or adaptations to help your situation:

- You are having problems getting in and out of your property
- You are having difficulty getting into the bath safely
- You are at risk of falling when climbing the stairs
- You are at risk of falling because you have impaired vision
- You cannot hear the door bell or smoke alarm due to impaired hearing
- You are at risk of injuring yourself within your home for any other reasons

If you are over 60 or disabled you need to contact:

## Care Direct on 0800 444000

Your details will be taken and forwarded to Social Services. An Occupational Therapist will then call you to either make arrangements to visit or they may be able to make an assessment over the phone. The Occupational Therapist will then assess the level of adaptations that you require and will forward a request to the Housing department.

A Technical Officer will then arrange for works to be carried out by one of our approved Contractors.

## Contact Telephone Numbers

Exeter City Council	01392 277888
Control Centre	0845 351 1060
Police: General Enquiries	08452 777444
Emergencies Only	999
Community Patrol	0845 351 1060
Devon County Council	01392 382000
Housing Estate Management	01392 265032
Housing Repairs	01392 265031
Housing Rents	01392 265329
Pension Credit	0845 6060265
Housing Benefit	01392 265440
Any Other Benefits Enquiries	01392 474700
Job Centre	01392 474700
Social Services	01392 384544
NHS Direct	08454647
Dean Clark House (GP information)	01392 205205
Emergency Dentist	01392 405700
NHS Walk in Centre	01392 276892
Age Concern	01392 202092
Care Direct	0800 444000
Exeter Community Transport Association	01392 494001
Citizens Advice Bureau - Exeter (helpline)	01392 201210
CRUSE Bereavement Care-Exeter-(helpline)	01392 272406
Retired & Senior Volunteer Programme	01392 259954
British Gas Information Service (Answers most frequently asked questions)	0800 587 6567
British Gas Billing Enquiries	0845 609 1122
British Gas Home Movers (Change of tenancy for credit meter customers)	0845 609 1133
British Gas Prepayment Meters (Change of tenancy, card replacement and nearest quantum outlet)	0845 600 0055
Devon Energy Care Advice	0800 512 012

Transco Meter Point Reference No.	0870 608 1524
(For tenants to obtain the name of their current gas supplier)	
NPAS	0845 601 5972
(For tenants to obtain the name of their current electricity supplier)	
Western Power	0800 365 900
(Emergency Service in case of electrical power failure)	
Gas Escapes	0800 111 999
South Western Water - Leaks/Emergencies	0800 169 1144
South West Water - Conservation Line	0800 378 937
South West Water - General Number	0800 169 1144
Recycling Hotline	0800 387 864
Refuse Collection and Bulky Items Enquiries	01392 665010
Floodline	0845 988 1188

## Postcodes

Abbeville Close, Topsham Road, Exeter	EX2 4SJ
Aldens, Aldens Road, Alphington, Exeter 46, 50, 51, 52, Aldens Road	EX2 8UN EX2 8UW
27, 29, 31, 33, 35, Fairfield Road	EX2 8EU
Amersham Court, Wonford street, Exeter Malvern Gardens	EX2 5EF EX2 5EG
Bodley Close, Vaughan Road, Exeter	EX1 3LG
Carpenter Close, Bartholomew Street, Exeter	EX4 3BQ
Clifford Close, Vaughan Road, Exeter	EX1 3JU
Faraday House, Grendon Road, Exeter	EX1 2NQ
Flowerpots, Flowerpot Lane, Okehampton Street, Exeter	EX4 1DH
Globefields, Topsham, Exeter	EX3 OEY
Grandisson Court, Bishop Westall Road, Exeter	EX2 6NJ
Hamlin, Hamlin Lane, Exeter	EX1 3AA
King William Street Flats, King William Street, Exeter	EX4 6PD
Magdalen Gardens, Magdalen Road, Exeter	EX2 4TY
Nelson Close, Topsham, Exeter	EX3 ODX

Payne Court, Whipton Village Road, Exeter	EX4 8AW
Rennes House, Vaughan Road, Exeter	EX1 3JW
Russet House, Russet Avenue, Exeter	EX1 3QB
Shilhay, Commercial Road, Exeter	
Serge Court	EX2 4EB
Shearman Court	EX2 4ED
Teazle Court	EX2 4EE
Weavers Court	EX2 4EF
Southlands, Fore Street, Heavitree, Exeter	EX1 2QQ
Toronto House, Prince Charles Road, Exeter	EX4 7EW
Whipton Barton Bungalows	
Vaughan Road	EX1 3JN
Hill Lane	EX1 3JP
Pinhoe Road	EX4 8AE
York House, Longbrook Street, Exeter	EX4 6AU

# Sheltered Housing Consultation Group

The Sheltered Housing Consultation Group is now well established with representatives from most of the City Council Sheltered sites.

Meetings for the group are held on Mondays between 2.30 and 4.00 pm every quarter.

We need to have a group that is representative of all the Exeter Sheltered Schemes. This is to ensure that the views of the group are truly representative and that everyone living in sheltered accommodation will have access to the group, either through their representative or even as a representative.

The role of the group has become increasingly important, especially with the introduction of Supporting People.

The Sheltered Housing Consultation Group has already played a major part in setting standards and monitoring Supporting People.

Service providers and commissioners will need to continue to consult service users and it will be the Sheltered Housing Consultation Group that will be consulted in relation to the service.

The group has also been involved in changing policies and procedures such as the Choice Based Letting Scheme, Options Appraisal, The monitoring of Maintenance Contracts and setting contract standards.

If you would like to be involved or would like more information contact the Tenant Participation Officer by telephone on 01392 265698, by letter or by email to [stephen.deakin@exeter.gov.uk](mailto:stephen.deakin@exeter.gov.uk)

# Security

Bogus callers are still a major problem for people living in sheltered housing in Exeter.

The message from the Home Office is:

## **STOP - CHAIN - CHECK**

**STOP** - Before you open the door, are you expecting anyone? Do you have an appointment? Check your back door, lock it and take the key with you (distraction burglars often work in pairs, one keeping you talking at the front door while the other steals from you).

**CHAIN** - Put your door chain or bar on the front door - it's a useful barrier because they may try and pressure you.

**CHECK** - Check their details before letting them into your house. Do not agree to any work being done or sign a contract until after you have talked to someone else.

Only let a caller in when you are absolutely sure they are genuine.

## **KEEP THEM OUT**

- If you have any doubts.

Anyone calling at your home from the Council will carry identification.

If you are still not sure after seeing their identification, or a workman calls when not expected, do not let them in.

The control centre will be more than happy to check out any callers you are not sure about.

All you need to do is press your pendant and the control room staff will check with the organisation the caller is representing.

There is also an article inside about the new Password Scheme, which Exeter City Council has now introduced.

The Password Scheme has been introduced as a direct result of a decision made by the Sheltered Housing Consultation Group.

## Password Scheme

In line with the other security measures Exeter City Council are promoting for sheltered tenants, we have introduced a PASSWORD SCHEME.

How does this work?

The next time you contact the Council, for a repair or when you want someone to call at your home, simply inform them of the password you wish the person calling at your home to use. This could be your maiden name, the name of your budgie, anything, just so long as it is something that you can remember.

When the worker arrives at your door, you must then ask them for the password before you allow them access, they will relay the password back to you.

IF THEY DO NOT KNOW THE PASSWORD DO NOT OPEN THE DOOR TO THEM.

# Home Contents Insurance

Are YOU covered?

Could you afford to replace your belongings, such as your TV, video, stereo, furniture, clothes and other possessions if they were stolen or damaged?

For a small weekly fee, which can be paid along with your rent, you can insure your home contents and protect your possessions.

The minimum sum you can insure for is:

£6,000 for anyone over 60 receiving state retirement pension, and £9,000 for anyone not receiving state retirement pension.

The scheme works out at around 10 pence for every £1,000 worth of cover required. The proposal form is simple, and easy to complete.

The Prospectus can be obtained from the Housing Reception at the Civic Centre, from your Estate Officer or by contacting Steve Deakin on 265698.

## Wardens - Sheltered Housing Sites

Yvonne Trude - Senior Warden

Russet House - 665928

Cheryl Anderson

Amersham Court, Faraday House & Southlands

John Menday

Nelson Close, Abbeville Close & Globefields

Sheila Austin

Hamlin Gardens, Magdalen Gardens, Payne Court, Toronto House & Whipton Barton Bungalows

Marie Brady

Carpenter Close, Grandisson Court, KingWilliam Street Flats & York House

Christine Cole

Aldens, Shilhay & Flowerpot

Donna Sansom

Bodley Close, Rennes House & Clifford Close

The Wardens can be contacted through the Control Centre - 0845 351 1060

## Warden Visits

You will receive three visits a week from your warden.

The purpose of the visit is to ensure that you are ok.

It is your responsibility to inform your warden if you are going to be away from your accommodation.

The Warden will knock at your door and give you time to answer the door. When the door is answered the Warden will know that you are all right.

If the warden calls and fails to get a response from you, the Warden will ask neighbours if they have seen or heard you that day.

If the curtains are drawn they will try to look through the letterbox.

The warden will try to contact you through a call from the call centre on your intercom.

If the control centre is able to confirm that it is an emergency, the Warden will gain access immediately.

If the Warden were unable to contact you or determine that the situation is an emergency via the intercom, they would therefore still have concerns about your well-being.

The Warden will then ask control to contact your next of kin to find out if they know of your whereabouts.

If all these enquiries are unsuccessful, the Warden will make arrangements to enter your property but only with another Council Officer or a member of your family.

The warden will not enter your property alone.

**They will first contact a member of your family or failing that a police officer to accompany them before gaining entry.**

For this reason it is of the utmost importance that you **inform the Warden that you will be away from home** overnight at any time - especially if this covers a time when a Warden visit is expected.

A little consideration before going away can save considerable distress to your family, Warden and other Council Officers - also yourself when the consequences of your actions are realised.

# Warden Service

## Duties Include

- Sheltered tenants receive three personal visits per week from their Warden if they so wish.
- A weekly call out to tenants via the Warden call system both to check on tenants welfare and test the system.
- Collect emergency prescriptions.
- Assist tenants when returning from hospitalisation during normal working hours.
- Attend accompanied lettings.
- Test pendants monthly.
- Test smoke alarms quarterly.
- Report repairs and check safety of communal areas.
- Supervise reported repairs.
- Liase with Control Centre daily - keeping tenants records updated at all times.
- Liase with agencies i.e. - Social Services, Doctors, District Nurses and Home Care Staff and tenants Families and Friends etc.

## Duties Do Not Include

- Shopping.
- **Administering of medication of any kind.**
- Cleaning.
- Helping Residents to move in - for example unpacking, getting cookers connected, putting up curtain rails or curtains etc.
- Helping Residents to pack when moving out.
- Cooking or preparing food.
- Nursing services or any 'Hands On' care.
- Bathing services.
- Dressing/undressing
- Driving tenants to Hospital, Doctors Surgeries, Post Offices etc.

## RETAINED WARDENS

When the Sheltered Housing Neighbourhood Wardens are not on duty, our team of Retained Wardens responds to emergency alarm calls. The Retained Wardens will also cover our 'rounds' when Wardens are on leave or are absent for any other reason. However the Retained Wardens do not carry out the full range of duties that Neighbourhood Wardens do, their task is basically just to check the welfare of tenants and deal with pure emergencies.

# Your Responsibilities as a Tenant

**You must report** any faults or damage immediately. Make sure that your repair request is confirmed in writing.

You will have to pay for the repair or replacement costs if:

- The damage is caused deliberately (smashed windows or broken doors for example)
- Or through your own neglect (including poor standard DIY work)

The costs will be recovered as a rechargeable repair in these circumstances.

**You must allow** council workers or people sent by the council into your home to carry out repairs and improvements.

NEVER let anyone into your property without seeing some official identification. If you are in any doubt press your 'Homecall' alarm and ask central control to check it out.

**You are responsible** for repairing and maintaining your own domestic equipment such as cookers, washing machines, fridges, for example.

**You must not** remove walls or take out any other part of the home or surroundings without the express agreement of the City Council, in writing. You will be responsible for meeting Building Regulations and any other conditions.

**You must allow** the council or its contractor's access to allow drains, poles, or other fixtures to be laid within the home or surroundings. Reasonable notice will be given before such work is undertaken.

## Community Responsibilities

### Councils Responsibilities

Everyone has the right to enjoy life in their own way providing they do not upset people living in the locality. A good neighbour will understand and tolerate the lifestyles of others.

The City Council will help people solve their differences peacefully but will take action when this fails, especially in cases of harassment and victimisation.

#### Your Responsibilities to the Community

**You are responsible** for the behaviour of every person (including children and animals), who visits your home at your invitation.

**You, your household and your guests,** must not cause a nuisance, annoyance or disturbance to any other person.

**You, your household and your guests,** must not harass or obstruct any other person in the locality or an officer, employee or contractor of the City Council, in connection with the housing service.

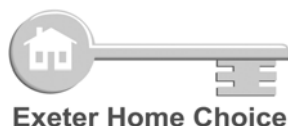
**You, your household and your guests,** must not use your home, garage, store or any communal area for any illegal or immoral activity.

**You must not inflict domestic violence or threaten violence** against any other person. You must not make anyone who lives with you leave the home through the use of harassment, sexual, emotional or physical abuse.

**You, your household and your guests,** must not interfere with security and safety equipment in communal entrances. Doors should not be jammed open and strangers should not be let in without identification. You must cooperate with the installation and maintenance of security systems.

**You, your household and your guests,** must not damage or deface council property.

**You must** check with your Estate Officer **before** you get an animal and you must not keep any animal that the council consider to be unsuitable for your home. When visiting your home, pets must be kept under control.



Exeter City Council and 12 Registered Social Landlords have worked together in Exeter to form one central waiting list for social housing in Exeter, and to implement a new choice based lettings policy to assess housing need. The name of the new policy will be Exeter Home Choice and it will start to be used from July 2005.

### **Why make the change?**

Traditional allocation systems involve a person making an application and having their application assessed. They are then placed on a waiting list based upon what type of property they want or are eligible for and which areas they wish to live in. The greater the persons housing need the more points they will be allocated and the higher up the waiting list they will be. The applicant then waits to reach the top of the housing list. When this happens the housing provider will contact them with an offer of a home. There is little emphasis on how long a person has been waiting for housing.

With Exeter Home Choice applicants will still register and your needs will still be assessed but instead of getting points applicants will be put into a band. There are three main bands Red (high need), Amber (medium need) and Green (low need). Once a person is in a band they will build up waiting time until they reach the top. When a home becomes vacant, it will be advertised and it will be up to the applicant to let us know they want to move to that property. This is called registering an interest. The property will be then be offered to the person who has registered an interest in that property and has the longest waiting time in that band. Each week there will be a published feedback list which will tell applicants how much waiting time the people who got the properties had and which band they where in. It is hope that by making these changes a much simpler and much more transparent housing system will be

produced. The result will be that housing applicants will know where they stand within the housing scheme and will get more choice in their housing situation giving greater customer satisfaction.

### **How will people know which properties are available?**

Sheltered homes will be advertised weekly from Thursdays until Wednesdays. Details will be in the Express and Echo Property pages, on the website throughout the week and also on posters at various locations throughout the city. When a home is advertised it will say if it is a sheltered property. It will also give you details about the property and the facilities it has. If somebody sees a home they would like to live in they will need to let us know by expressing an interest in it.

Each week people will be able to express an interest for a maximum of two properties. However, if they do not see a property they like they will not need to express an interest that week.

After the properties have been advertised for a week we will close the advertisement and make a shortlist of everybody who has expressed an interest in the property. The applicant that will then be offered a chance to view the property will be the person who was in the highest need band and had the longest waiting time in that band. However, the applicant will need to meet the support need of that sheltered home.

### **How do I apply to be on the Exeter Home Choice waiting list?**

Everybody who is on the transfer or waiting list for Exeter City Council or any of the Exeter Home Choice partners before the 3<sup>rd</sup> of June 2005 will automatically go on the Exeter Home Choice waiting list.

After the 3<sup>rd</sup> of June applicants will need to complete an Exeter Home Choice application form to go on the waiting list.

How do I find out more information?

Phone: 01392 265889

Write: Exeter Home Choice, The Civic Centre, Paris Street, Exeter, EX2  
7EY

Email: [cblcontact@exeter.gov.uk](mailto:cblcontact@exeter.gov.uk)

Go online: [www.exeterhomechoice.org.uk](http://www.exeterhomechoice.org.uk)

# Supporting People

Supporting People is the method for

- Funding
- Monitoring
- Planning

Support services

- Supported Housing
- Sheltered Housing
- Home Improvements Agencies

Supporting People separates housing costs from support costs.

For example, Supporting People does not cover:

- Accommodation Costs such as Housing Benefits for rent and service charges.
- Specialist Counselling or
- Personal Care.

Supporting People does cover:

- General Counselling and Support.
- Maintaining security and safety of accommodation.
- Enabling service users to stay in their own homes.
- Social/life skills support.

The benefits to service users are:

- Services will be monitored and will have to meet quality standards.
- Services will focus on maintaining and increasing independence.
- Services should become more flexible.

- Gaps in services will be filled.
- Services should help prevent the need for higher or institutional care.
- Service users will be able to afford to work.
- Providers and Supporting People teams must involve service users.

**The Sheltered Housing Consultation Group have had a major part to play in setting standards and monitoring Supporting People.**

Service providers and commissioners need to consult service users to determine:

- What level of support they need.
- How effective existing services are.
- Where gaps exist in the services.
- What a good quality service is.
- How can/should services be improved?

## Housing Benefit

*Can you get help towards your rent?*

Housing Benefit is paid to assist claimants with paying their rent. If you are a council tenant this is known as a Rent Rebate.

## Council Tax

*Are you paying too much?*

Council Tax Benefit is paid to assist claimants with paying their Council Tax.

There are two types of Council Tax Benefit that you can claim: **Council Tax Benefit**, and **Second Adult Rebate**.

**Which one can you claim?**

You can claim Council Tax benefit if you are:

- On Income Support or Job Seekers Allowance,
- On Pension Credit - Guarantee Credit and in some cases Savings Credit,
- Working and on low pay (this includes people who are self-employed),
- On a low income

**Second Adult Rebate** is another way to help you pay less Council Tax. It is not based on the money you have, but on the money other people who live with you have. These people are called non-dependants, and they could be a relative or friend, but not a partner. You could get Second Adult Rebate if they are on a low income or Income Support.

## How to Claim

It's easy, there's just the one form to fill in, no matter which benefit you're applying for.

Housing Benefit and Council Tax Benefit will normally start on the Monday following the date we receive your claim. It can only be backdated in very exceptional circumstances, so it is very important that you completed a Request to Claim card when you took on your tenancy.

Please complete and return the **Council Tax and Housing Benefit claim form**. A prepaid envelope has been provided. There are notes on the form to help you, and they also tell you which documents we need to see as proofs to support your claim.

We appreciate that it is a big form asking for a lot of information, and also we wouldn't want you to send valuable items such as bankbooks or passports through the post, so the following information may be useful to you:

- You can bring your form and documents into the Housing Benefit Office at the Civic Centre, Paris Street, Exeter, and we will help you complete the form at our counter. The office is open from 8.30am to 5.00pm weekdays except Wednesdays when we open at 9.30am.
- If you'd prefer to speak in private, please phone 01392 265440 and we will book a private interview for you. A member of staff can then sit with you in private and help you fill in the form.
- We have Visiting Officers who can come and help you fill in the form in the comfort of your own home. To book a home visit, please phone the Visiting Officer allocated to your surname.

Surnames A to F	Surnames G to Or	Surnames Os to Z
Mr P Hookway (01392) 265807	Mr A Randall (01392) 265396	Mrs S Ryan (01392) 265424

# REQUEST TO CLAIM

Details of person/s wishing to claim

YOU

YOUR PARTNER

Surname		Surname	
Title (Mr, Mrs, Miss)		Title (Mr,Mrs,Miss)	
Forenames		Forenames	
National Insurance Number (If known)		National Insurance Number (If known)	
Date of birth		Date of birth	

<b>Address</b> Include room or flat No.			
		Post code	
E-mail Address			
Home phone number		Mobile phone number	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Have you been given an Application form to fill in?      YES   

NO

# **Decoration/Garden Maintenance**

## **Decoration and Garden Assistance Schemes - Services for Council Tenants of Exeter City Council**

Do you have problems decorating your home or maintaining your garden? If so, as a Council tenant, we may be able to help you.

For many years we have set out to assist our tenants in their homes. Currently we help nearly 2000 of our tenants under the decoration scheme and over 700 are on the garden assistance scheme.

### **Who do we assist?**

- OAP's, disabled and lone parents

### **What help do we provide?**

- Help with the internal re-decoration of your house or flat
- Help with tidying up your garden area, and possibly with its maintenance, which includes grass areas, hedges and, to a limited degree, other small works (for example, shrubs or roses)

### **Is there a charge for these Services?**

- We provide both of these services free of charge to qualifying tenants. In return we ask two things of applicants
- They should receive Housing Benefit, if under 70 years of age
- They need to have a clear rent account

### **Decoration Scheme**

- As a right for tenants aged 70 years or over
- For OAP's under 70 years who receive Housing Benefit

- For those disabled and under retirement age with no spouse or partner and who receive Housing Benefit
- Where only one of a couple is disabled and the other person is below retirement age, help is given by way of a material allowance. This enables the partner to redecorate a room or, in the case of a hall, landing with staircase, we may decorate for you
- For lone parents who will receive help by way of a material allowance to enable them to redecorate a room or we may decorate the hall, landing with staircase for you.

## **Garden Scheme**

### **Maintenance is available**

- For tenants aged 70 years or over as a right
- For OAP's under 70 years of age who receive Housing benefit
- For disabled people under retirement age with no spouse or partner and who receive Housing Benefit
- One-off help is available
- Where only one of a couple is disabled and the other person is below retirement age, we help by way of a one-off tidy up of the garden, which allows the partner to continue with the maintenance.
- Lone parents may receive help by way of a one-off tidy up of the garden.

### **Who do I contact to get help or information?**

If you would like further advice, information or assistance please contact any of the following:

- [Malcolm Pikesley](#), Housing Programmed Works Manager 01392 265425
- [Sheena Jones](#), Housing Assistant, Housing Programmed Works 01392 265021

- [Eileen Bonner](#), Technical Officer, Housing Programmed Works  
01392 265672

# General Information

## Guest Rooms

Some of the sheltered sites have Guest Room Facilities; check the list of Sheltered Schemes for details.

These are only available to the families of the residents of the sites where they are located.

The guest rooms are usually a room located off the common room and consist of a room containing a double bed. Some have an en suite toilet and wash hand basin but all have a toilet and wash hand basin close by.

Shower or bathing facilities are not available.

A small charge is made for using the guest rooms and this is charged per person per night, details are available from the wardens.

## Pets

As a general rule, pets are not allowed in sheltered accommodation except for fish and caged birds (not pigeons).

Anyone wishing to have a pet other than birds or fish should seek the express consent of their housing officer.

## Feeding Wild Birds

**Please do not feed wild birds** unless you have a suspended bird table (one that hangs from a tree or similar).

The scattering of food on the ground attracts vermin and has caused problems in the past.

## Smoke Alarms

Smoke alarms are fitted as standard in all sheltered accommodation.

These are mains wired alarms (not battery operated), which connect directly to the Control Centre.

If your smoke alarm is activated, the control centre will contact you, over the call alarm system.

If the alarm has been activated accidentally they will reset the alarm.

If the alarm has been activated by smoke or a fire the Fire Brigade will be called.

The alarms are situated in the best position within the accommodation to detect any threat at an early stage and should not be tampered with by the tenant.

Periodically, the wardens check the alarms, to ensure they are operating properly.

Under no circumstances should tenants: -

- Climb in an attempt to test the alarms themselves.
- Cover the alarms with anything that would prevent them working.

**Disabled smoke alarms put lives at risk**

## **Water Meters**

Water meters monitor the amount of water used within a property and a charge is made based on the amount used, by South West Water.

Properties without a water meter are charged at a flat rate.

Some properties already have water meters fitted.

# Energy Efficiency

Few people can have failed to notice the increasing media attention on environmental damage and the importance of energy efficiency in preventing climate change.

Exeter City Council undertake a range of measures to ensure that energy and water is used efficiently both in properties which we operate and manage, and in council housing. These measures will contribute to reducing CO<sub>2</sub> emissions and save money.

Some of the energy saving measures that have been implemented or are in progress are:

Loft insulation, cavity insulation, upvc double-glazing and doors, and condensing boilers.

There are a number of things that you can do to further improve the energy efficiency of your home, which will help protect the environment and save you money.

Firstly, small changes you can make straight away and which cost nothing:

- Check your central heating timer settings. Don't heat your home when you don't need to.
- Turn the heating thermostat down by 1°C. It could cut your heating bills by up to 10 per cent or around £30 per year.
- For those with a hot water cylinder, set the thermostat at 60°C/140°F for a saving of up to £10 per year.
- For those with a combination boiler, don't set the hot water temperature higher than you need.
- Close your curtains at dusk to stop heat escaping through the windows.
- Always turn off the lights when you leave a room - and adjust your curtains or blinds to let in as much light as possible during the day.

- Avoid leaving appliances on standby and do not leave rechargeable appliances on charge unnecessarily.
- Don't leave the fridge door open for longer than necessary, as cold air will escape. Also avoid putting hot or warm food straight into the fridge; allow it to cool down first. And try not to site the appliance next to a cooker or boiler.
- Try to avoid washing a part load in the washing machine. Wait until you have a full load if possible.
- Don't put really wet clothes into a tumble dryer, and use the lower heat setting if available.
- Try and use the low temperature programme for dishwashers.
- Choose the right size pan for the food and cooker (the base should just cover an electric cooking ring) - and keep lids on when cooking.
- With electric kettles, only boil the amount of water you really need, but make sure the element is covered with water.
- Take a shower instead of a bath.
- Ensure taps are fully tuned off. Get dripping taps repaired.
- Check your bills to see how much you are paying for gas and electricity. Compare with other suppliers to see if you could pay less, but take care to ensure that prices are like-for-like and that the method of Payment is suitable for you.

Secondly, some changes to lighting, which can be done at relatively low-cost.

When light bulbs need replacing, consider using energy efficient compact fluorescent lamps (CFL's), especially in areas where lights are on for long periods such as hall, lounge, kitchen, etc.

Typical savings based on a 100W tungsten filament bulb versus a 20W CFL running for 5 hours per day:

Electricity saving: £10 per year per bulb

Combined savings of electricity and replacement bulbs: £68 over the lifetime of a CFL (they last approximately 12 times as long as a tungsten filament bulb).

Thirdly, some higher cost items to think about in the longer term

If you are going to buy new appliances, try to choose models that use less energy or water. For most larger appliances manufacturers provide ratings to show how energy or water efficient their products are.

Typical savings in annual electricity costs based on replacing an old average (G energy rated) model currently in use with a similar size A rated model:

Fridge freezer: £45

Upright/Chest Freezer: £35

Fridge: £25

Washing machine: £15

What if there was someone who could tell who the cheapest Gas and electricity suppliers were?

**Energywatch** is the independent watchdog for gas and electricity consumers.

There are companies who can cut down the detective work when changing supplier. **Energywatch** suggest viewing these companies as similar to insurance brokers who would give you options for car or contents insurance.

The five companies below are signatories to the **Energywatch** code of practice for companies providing price comparison services - on the internet, by telephone or by post - which take away the need for people to do their sums when thinking about changing their gas and electricity.

This code not only provides an industry standard but also gives customers the confidence to use these services as an easy way to calculate the savings they can make by changing suppliers.

Contacting the companies below to get the most up-to-date information enables consumers to benefice from the best gas and electricity deals offer.

[www.buy.co.uk](http://www.buy.co.uk)

Victoria Station House, 191 Victoria Street, London, SW1E 5NE  
Tell: 0845 601 2856 Fax: 020 7233 5933

[www.saveonyoursbills.co.uk](http://www.saveonyoursbills.co.uk).

1907 Maryhill Road, Glasgow, G20 0BY  
Tel: 0800083 0808

[www.ukpower.co.uk](http://www.ukpower.co.uk)

Customer Support: UK Power Ltd, Barclays Venture Centre, University of Warwick Science Park, Coventry CV4 7EZ

[www.unravelit.com](http://www.unravelit.com)

Customer support: Studio 9, 27a Elbridge Villas, London W11 3EP  
Tel: 0845 1202056

**Energywatch** can be contacted on 0845 90607080

# Rubbish!

Inconsiderate dumping of rubbish creates hazards, encourages vandalism, and damages the environment. If all residents use the following advice it would make the City a more pleasant place to live.

Household Rubbish: is collected weekly.

- If you have a bin store, you must only put household rubbish in it, in strong securely tied bin liners.
- If "Recycling From Home" is available in your area, please ensure you use the correct bins for recyclables. If "Recycling From Home" is not yet available in your area, recyclables can be disposed of in a number of locations around the city, please telephone Exeter 665024 for details.
- If you do not have a bin store, please put your rubbish out for collection in strong securely tied bin liners (and a bin if you have one), on the evening **before** collection and not before.

Furniture and bulky items: All residents of the city have to arrange to dispose of these items at their own expense. The Council can offer the following means of disposal.

- Furniture and electrical appliances in serviceable order, that meet current safety standards, may be useful to someone else. Turntable Furniture Project collects these items free of charge and passes them on to people who have been homeless and are about to be rehoused. They can be contacted on Exeter 202032.
- Bulky waste that has no further useful purpose can be disposed of at the Civic amenity site (waste tip), Exton Road, Marsh Barton, Exeter. Telephone Exeter 433984 for opening times and

information.

- The Council operates a programme of free bulky waste collections during the summer months that is publicised in "the Exeter Citizen".
- The Council will collect bulky waste from your home, but there is a charge for this service, which will vary according to how much there is to remove. For information, please telephone Exeter 665017.

Littering and fly tipping: are illegal and a breach of the Council's tenancy agreement. Those responsible could be subject to on the spot fines; persistent offenders will be subject to court action.

Bin Stores: must be kept clear of bulky items so there is enough room for everyone's household rubbish. If you are having difficulty accessing your bin store please contact your Estate Officer.

# Sheltered Scheme Details

<b>Name and Address</b>	<b>Warden</b>	<b>Guest Room</b>	<b>Common Room</b>	<b>Facilities</b>	<b>Properties</b>
Russet House Wipton Barton EX1 3QB	Yvonne Trude (Senior Warden)	YES	YES		Flats 24: Gnd flr 12 1 <sup>st</sup> flr 12
Amersham Court Priory EX2 5EF	Cheryl Anderson		YES		Flats 19: Gnd flr 9 1 <sup>st</sup> flr 10
Faraday House Grendon Road Newtown EX1 2NQ	Cheryl Anderson		YES	LIFT DRYER	Flats 43: Gnd flr 9 1 <sup>st</sup> flr 10 2 <sup>nd</sup> flr 12 3 <sup>rd</sup> flr 12
Southlands Heavitree Road Polsloe EX1 2QQ	Cheryl Anderson	YES	YES		Flats 11: Gnd Flr 5 1 <sup>st</sup> flr 6 Bungalows 4
Shearman Court St Davids EX2 4ED	Christine Cole	YES	YES		Flats 6: Gnd Flr 3 1 <sup>st</sup> flr 3
Serge Court St Davids EX2 4EB	Christine Cole	YES	YES		Flats 3: Gnd flr 2 1 <sup>st</sup> flr 1
Nelson Close Topsham EX3 0DX	Christina Ashford	YES	YES	DRYER	Flats 25: Gnd flr 12 1 <sup>st</sup> flr 13 Bungalows 12
Abbeville Close St Leonards EX2 4SJ	Christina Ashford	YES	YES	DRYER	Flats 26: Gnd flr 12 1 <sup>st</sup> flr 14
Globefield Topsham EX3 0EZ	Christina Ashford	YES	YES	DRYER	Flats 25: Gnd flr 18 1 <sup>st</sup> flr 7
Hamlin Gardens Wipton Barton EX1 3AA	Sheila Austin	YES	YES		Flats 25: Gnd flr 12 1 <sup>st</sup> flr 13
Magdalen Gardens St Leonards EX2 4TY	Sheila Austin	NO	NO		Bungalows 16

Payne Court Mincinglake EX4 8LA	Sheila Austin	NO	NO		Bungalows 6
Toronto House Pennsylvania EX4 7EW	Sheila Austin	YES	YES	LIFT TO Nos 11, 12, 13, 14, 15. WASHING MACHINE, DRYER	Flats 17: Gnd flr 12 1 <sup>st</sup> flr 5
Wipto Barton Bungalows (including 141-147 Vaughan Road and 335-341 Pinhoe Road) Vaughan Road EX1 3JN	Sheila Austin	NO	NO		Bungalows 4 Houses 14
Carpenter Close Bartholomew St West St Davids EX4 3BQ	Marie Brady	YES	YES	LIFT SERVES SOME FLATS BUT NOT ALL  DRYER	Flats 24: Gnd flr 5 1 <sup>st</sup> flr 11 2 <sup>nd</sup> flr 7 3 <sup>rd</sup> flr 1
Grandisson Court Topsham EX2 6NJ	Marie Brady	YES	YES	DRYER	Flats 24: Gnd flr 12 1 <sup>st</sup> flr 12
KingWilliam Street Flats St James EX4 6PD	Marie Brady	NO	NO		Flats 5: Gnd flr 1 1 <sup>st</sup> flr 2 2 <sup>nd</sup> flr 2
York House Longbrook Street St. James EX4 6AU	Marie Brady	NO	YES	WASHING MACHINE	Flats 17: Gnd Flr 6 1 <sup>st</sup> flr 6 2 <sup>nd</sup> flr 5
Aldens Road Alphington EX2 8EW	Christine Cole	YES	YES	DRYER	Flats 29: Gnd flr 14 1 <sup>st</sup> flr 15 Bungalows 13

Shilhay – See separate entries for: - Serge Court Shearman Court Teazle Court and Weavers Court	Christine Cole	YES	YES		
Flowerpot Lane St Thomas EX4 1DH	Christine Cole		YES	LIFT WASHING MACHINE, DRYER	Flats 20: Gnd flr 6 1 <sup>st</sup> flr 6 2 <sup>nd</sup> flr 8
Bodley Close Whipton Barton EX1 3LG	Donna Sansom	YES	YES	DRYER	Flats 24: - Gnd flr 12 1 <sup>st</sup> flr 12 Bungalows 9
Rennes House Vaughan Road Whipton Barton EX1 3JW	Donna Sansom	YES	YES	2 x LIFTS WASHING MACHINE, DRYER	Flats 61 High Rise Block
Clifford Close Whipton Barton EX1 3JN	Donna Sansom		NO	USE OF BODLEY CLOSE FACILITIES	Bungalows 21
Weavers Court St Davids EX2 4EF	Christine Cole	YES	YES		Flats 4: Gnd flr 2 1 <sup>st</sup> flr 2
Teazle Court St Davids EX2 4EE	Christine Cole	YES	YES		Flats 13: Gnd flr 6 1 <sup>st</sup> flr 7
Fairfield Road Alphington EX2 7UE		YES	YES	USE OF FACILITIES AT ALDENS ROAD	Bungalows 5
Hill Lane Whipton Barton EX1 3JP		NO	NO		Bungalows 3

Malvern Gardens Priory EX2 5EG		NO	NO	USE OF FACILITIES AT AMERSHAM COURT	Bungalows 8
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# Freepost Customer Comments and Compliments

Tell us about the Housing Service you receive

Improvements in the housing service have been identified in EXACT the Tenant Participation Compact Review.

Help us to identify areas where we can improve the service we provide. If you have any comments to make about the service you receive or wish to express a view about an article in this newsletter, why not write in and let us know

You could even get your letter published with a reply by the appropriate officer

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Telephone: \_\_\_\_\_

\_\_\_\_\_

I am happy to have my letter published:

(please circle) **Y / N**

Cut out and return this form to: -

**Freepost EX123**

Steve Deakin

Tenant Participation Officer

Community and Environment

Directorate

Exeter City Council

Paris Street

Exeter

EX1 1ZY

The points I would like to raise are:

(Continue on a separate sheet if necessary)

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# Making a Complaint

## Complaints Procedure

### How people Can Complain

Customers can complain in any way they wish. A complaint should be accepted and recorded however it is delivered - in writing, by personal visit, telephone, fax, email or through an appointed representative such as a Councillor, relative or advice worker.

Anonymous complaints cannot be accepted as they cannot be properly responded to and may be impossible to substantiate.

A leaflet "How to Complain to Exeter City Council" is available to the public from all Council receptions or from the Communications Manager (ext 5319). The leaflet describes how to make a complaint and how it will be dealt with.

The customer records details of the complaint on the Complaint Form either themselves, if they wish to do so, or by the officer receiving the complaint. The form should always be checked by the customer to ensure that it accurately sets out their complaint (if the complaint is in the form of a letter this should be attached to the form. Where the persons complaint is that they are receiving a different level of service based on their race or they are the victim of a racist incident, this must be recorded on the form where indicated.

The "How to Complain to Exeter City Council" leaflet includes a Complaint Form for customers' convenience. It also includes an equalities monitoring form.

# Complaints Procedure

## How the Complaints Procedure Works

The Complaints Procedure is intended to quickly and simply resolve as many problems as possible within the directorate as they relate to. However, it is recognised that a few complaints will not be sorted out at the first attempt and the customer will wish to take the matter up at a higher level. Some customers may still feel that their complaint requires further action.

To allow for this, the procedure is in three stages:

### Stage 1

- Dealt with by the appropriate officer within directorate to which complaint relates.
- Always used first.
- Intended to resolve most complaints to the customers' satisfaction.

### Stage 2

- Dealt with by Strategic Director of directorate to which complaint relates.
- Used only where complaint is not resolved at Stage 1.

### Stage 3

- Dealt with by the Chief Executive.
- Used only where the complaint is not resolved at Stages 1 and 2