

REGISTERED CHARITY NO.215582  
REGISTERED SOCIAL HOUSING PROVIDER L2793

THE  
ALMSHOUSE  
ASSOCIATION

# north memorial homes

## Residents' Handbook 2021



# NORTH MEMORIAL HOMES

## Welcome

North Memorial Homes would like to extend a warm welcome to you as a resident.

This handbook provides you with information about occupying your home, about the Charity, its general administration and management. It also explains your responsibilities as a resident.

Please note that the conditions stated in this handbook form part of your contract with North Memorial Homes, a copy of which you signed when you accepted the appointment. It may be necessary to change these rules from time to time but any changes would be discussed with residents beforehand when you would be given the opportunity to express any views or concerns. However, in accordance with the governing document of the charity the Trustees decision is final.

The almshouse is your home and the Trustees hope the information in this book will help you to be happy here.

## Chair of Trustees

The postal address of the charity is:

Secretary to the Trustees

North Memorial Homes

20a Millstone Lane

Leicester

LE1 5JN.

Email: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

Tel: 0116 222 2200

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## **CHAPTER ONE**

# **HISTORY OF THE CHARITY, GOVERNANCE AND EQUALITIES STATEMENT**

## **HISTORY**

The Charity takes its name from Sir Jonathan North who was Mayor of Leicester from 1914 to 1917 and who did so much, with others, to raise the money to build the Homes. The purpose was to provide family homes for some of the countless service men and women disabled during the First World War. This was later extended to cover the Second World War and other hostilities in which British Forces were involved. Provision of housing for former members of HM Forces and their dependants, in need, hardship or distress continues to be the priority.

The accommodation was designed in the 1920s' and over time demand and standards have changed. In 1979 the Management Committee decided that the way forward was to provide smaller units of accommodation and provide homes for couples or single persons, and a number of adaptations have been made to suit the needs of individual residents.

Accordingly, the almshouses were also registered as a Social Housing provider, in order to take advantage of the government loans and grants available, and a programme of converting the houses each into two self-contained flats started. These will continue to be done as and when houses become vacant.

## **CONSTITUTION**

The Charity is run in accordance with its Governing Instrument. This is a Scheme dated 22 February 2007, approved by the Charity Commissioners and amended in June 2019.

### **Management**

The Charity is administered by Voluntary Trustees. The day-to-day management is carried out by the Honorary Administrator, the Secretary to the Trustees and the Honorary Treasurer.

The Trustees may take such steps as they think proper in the administration of the trust and for the residents' welfare. Any alterations to the rules will be notified in writing to each resident. These rules are set out in this Residents' Handbook (as amended) and form part of the letter of appointment.

## **EQUALITY STATEMENT**

North Memorial Homes provides independent living accommodation for individuals, couples or families who comply with the criteria for admission as set out in the Trust Deed authorised by the Charity Commissioners for England and Wales.

North Memorial Homes does not provide either social or nursing care or an on-site Housing Manager. Therefore, all applicants must be able to manage their own care needs. Where independent living is no longer possible, the resident and/or their family will be responsible for finding more suitable accommodation.

All applications for accommodation at North Memorial Homes will be considered irrespective of race, gender, disability, sexual orientation, age, religion, pregnancy or maternity, gender reassignment, marital status or appearance.

North Memorial Homes will collect and monitor records of all applicants in order to fulfil its commitment to Equality legislation.

## **CHAPTER 2**

### **HEALTH AND SAFETY**

#### **Health and Safety Statement**

The Trustees of North Memorial Homes are committed to ensuring a safe living and working environment for all those who have access to the Charity's premises.

This commitment includes:

- Full compliance with current and future Health and Safety legislation and regulations.
- Regular 5-yearly inspections of the properties and subsequent maintenance programmes that give high priority to health and safety issues.

Anyone who is concerned about an urgent building maintenance related health and safety issue must report it to the Helpdesk

For:

Building Maintenance immediately – 0116 4542100 or Out of Hours 0116 3737770 (quote reference 9999).

All other health and safety issues report to the Secretary to the Trustees.  
– Tel - 0116 222 2200  
email [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

### **Slips, Trips and Falls:**

The Trustees wish to draw your attention to the need to exercise care when using the footpaths to the front doors in wet, snowy or icy weather. The communal areas are cleared and gritted by professionals via a contract with the Trustees but it is your responsibility to clear and make safe the footpath to your front door.

### **Fire Precautions**

As a resident, you are responsible for keeping any common areas clean, tidy and avoid unnecessary and excess storage of items.

The Homes comply with the appropriate fire regulations. Smoke detectors are fitted in all properties and fire doors where appropriate. In the event of a fire in your home do not attempt to put the fire out or to collect personal belongings but leave the premises immediately, shutting the door behind you and get another resident to call 999 and ask for the Fire Service.

Make your way safely to the car park in front of the church hall.

Please **DO** dispose of cigarettes safely

Please **DO NOT** a) leave pans unattended

(especially chip pans)

b) attempt to fight any fire

c) Remove or interfere with automatic closures of any door. Contravention of this rule will be considered a serious breach

## Security

In the event of an emergency NMH will need to gain access to your property. NMH do not hold spare keys, so you are advised to leave a spare key with a trusted neighbour, friend or relative. The Honorary Administrator, the secretary to the Trustees and the Building Maintenance Helpdesk will need to know who this person is and have their up to date contact details

Your privacy will be respected therefore we will only enter your home if:

- You have invited them in
- You have given permission for work to be done in your absence
- In an emergency.

If we are unable to gain access to your property in the event of an emergency and have to gain entry by other means, the costs of this will be chargeable to the resident.

In exceptional circumstances, NMH may need to contact your next of kin or, emergency medical services on your behalf. You are required to provide the trustees with authorisation by signing the GP authorisation form and Next of Kin information form together with details of your carers should you receive any support from any agencies or individuals. If any of the details on these forms change please notify the Honorary Administrator or the Secretary to the Trustees and a new form will be issued.

Email: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

Tel: 0116 222 2200



**Please be vigilant:** your own security and that of your belongings are your responsibility.

## **Safeguarding**

City of Leicester North Memorial Homes (NMH) recognises the right of every individual to live and work in an environment that is safe and secure, where there is respect for their dignity, privacy and independence.

NMH provides accommodation for local people in need, prioritising ex-service personnel and their families. This service is provided on the basis that residents are capable of independent living. This may involve physical adaptations to the buildings, or require health and social care to meet the needs of individual residents. However, NMH does not provide these services other than in “exceptional circumstances” for which written confirmation is required from a medical practitioner and occupational therapist.

On a day to day basis, Trustees and others acting on their behalf such as officers and contractors working on behalf of NMH may come into contact with residents who may be at risk of harm. This policy has been developed in order to support the provision of a ‘safe culture’ for all those who live, work and visit NMH. It sets out a framework for decision making and action as appropriate. In particular, the policy aims to:

- Promote good practice and help the Trustees to prevent anything happening that might compromise someone’s safety or wellbeing or raise cause for concern;
- Ensure that any allegation, suspicion or identified risk of such an incident is dealt with appropriately; and

- Support any person making an allegation, reporting an incident or expressing a concern.

If you are concerned for the welfare of another resident, you should raise this with the Honorary Administrator however, if you consider the individual to be at immediate risk or harm, telephone 999

A copy of the Safeguarding policy is available on request.

Email: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

Tel: 0116 222 2200

## **Data Protection**

Data protection legislation sets out what information we can hold about individuals and how it is handled.

We recognise that residents have a right to privacy and to expect that all information held about them will be handled sensitively, confidentially, and in accordance with the law.

## **CHAPTER THREE**

### **TERMS OF OCCUPANCY**

#### **Letter of Appointment**

You will have a copy of the Letter of Appointment, which is personal to you, which you signed when you were appointed as a beneficiary of the charity. No other person is allowed to live at the property unless they have formally applied to NMH and been granted beneficiary status in their own right.

You are not a tenant with security of tenure that a tenancy offers. The Trustees cannot ask you to leave unless there are exceptional circumstances, such as when you cease to be an eligible beneficiary of the charity or do not comply with the terms of your Letter of Appointment.

The Trustees do reserve the right to require a resident(s) to vacate the dwelling and move, either temporarily or permanently, to another almshouse belonging to the same charity (NMH).

#### **Visitors, Family and Friends**

We hope your family and friends will enjoy visiting you at the North Memorial Homes. However, do remember that you are responsible for your visitors at all times and ask that they consider the well-being of all the residents, with particular regard to noise and nuisance and parking.

Visitors, family and friends are not permitted to stay in an almshouse, except with the prior consent of the trustees

Where permission is granted, only occasional overnight stays will be permitted up to a maximum of three nights but these must not be regular occurrences, except in extraordinary circumstances.

***The Honorary Administrator on behalf of the Trustees must be aware of any overnight visitors for safety and security reasons.***

## **Absence from Home**

You are expected to be in full time occupation of your home and extended periods away during the year might lead the trustees to conclude that you have less need for the accommodation than others do. If your property will be unoccupied for more than 15 days please inform the Honorary Administrator or Secretary to the Trustees. This is for insurance purposes, and in case of an emergency.

Please ensure that your home is left safe and secure whilst you are away. (I.e. food, taps, appliances, windows, heating)

***Please note that as stated in your Letter of Appointment, you cannot be absent for a total of more than 28 days in any one year.***

Email: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

Tel : 0116 222 2200

## **Weekly Maintenance Contribution (WMC)**

A weekly maintenance contribution (WMC) is payable in advance, calendar monthly by standing order/direct debit on the first day of each month. Existing residents may continue with their present arrangement. Payments are administered by James Sellicks.

For any concerns about making the payments please contact James Sellicks on 0116 2851600. A copy of their collection policy is available on request from [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

The amount you pay is a contribution towards

- the upkeep of the dwelling
- Service and repair costs for communal areas
- Insurance

The WMC is determined by the Trustees and is reviewed annually. A minimum of one month's notice of any increase will be given from the 1<sup>st</sup> day of the month preceding the implementation of the increase.

## **Annual Visits**

As trustees have a duty of care to all residents, you will be visited by two trustees or representatives of North Memorial Homes at least once a year. This is an opportunity to get to know you better and to address any concerns and issues. A mutually convenient time will be arranged beforehand

## **Consulting Residents**

The Board of Trustees meet at least four times each year to discuss the running of the homes.

Trustees welcome the residents view on matters affecting their quality of life at North Memorial Homes, you will be consulted before:

- Any work is done on your home (except in an emergency)
- Any increase to the weekly maintenance charge
- A Representative of the Trustees or a contractor enters your home

Residents are invited to share tea and seasonal refreshments with the Trustees at the meetings held in June and December.

Residents can contact the Board of Trustees at any time via the Secretary to the Trustees: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk) or tel: 0116 222 2200

## **Utility Services**

In addition to the WMC residents are responsible for paying their own utility bills

- Council Tax
- Water rates
- Electric
- Gas

Should a resident choose to move to a different supplier he/she should notify the charity in the case of an emergency. Tel: 0116 222 2200 or email [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

It is your responsibility as the resident to register with Oadby and Wigston Borough Council for Council Tax liability.

Tel: 0116 2888961

Free standing paraffin or calor gas heaters are **NOT** allowed, as they are dangerous.

## **Businesses**

Neither the almhouse nor its garden may be used as a place of business, nor to store items connected to running a business.

## **Parking of Vehicles**

Some properties have spaces for cars provided adjacently; otherwise you will be informed where to park when you move in. Please do not park or allow your visitors to park on the perimeter road, as they may block the way for ambulances or fire engines in an emergency. The rear access road **must be kept clear** at all times.

## **Pets**

Pets are not allowed except for one small caged animal. Written permission must always be obtained from the Trustees.

N.B. The Trustees may consider the exception of a Guide or Assistance dog where this is required and determined as essential, by a medical practitioner and to which a separate policy applies.

A copy of this policy is available on request from the Secretary to the Trustees, tel : 0116 222 2213 or email:

[enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

## **Mobility Scooters**

Residents must apply to the Trustees to keep a mobility scooter. All such vehicles are kept by the residents and entirely and solely at the residents risk.

- Mobility scooters must not be left unattended when charging
- Walkways and common areas must not be blocked.

## **Improvements to your Home**

You must not carry out any improvements, alterations, or repairs to your home without prior permission from the Trustees. The homes are in a Conservation Area to which

strict planning conditions apply. No alteration to the exterior of a property or the fitting of any item such as a TV aerial/satellite dish can be attached without prior written consent of the Trustees and appropriate Planning Consent.

As the Trustees have responsibility for the long-term maintenance of the Homes, they have to consider individual resident's requests for alterations alongside their own maintenance programme. If an alteration would be structurally unsound, would reduce the amenities for subsequent occupants, or would increase future maintenance costs clearly it would not be approved.

All defects must be reported and residents shall allow access for inspection of repairs, decoration and in cases of emergencies.

## **Moving Out**

If you wish to vacate the property you must give the Trustees written notice of at least one calendar month commencing on the 1<sup>st</sup> day of that month. During this notice period you will be liable for your WMC payments and utility bills even if you have already moved out. Residents, or in the event of death, their personal representatives, are responsible for WMC until the premises are cleared of personal possessions and the keys are returned.

Should a resident abandon or vacate the property and leave items/possessions in the property the trustees will remove the items at the expense of the resident.

Please note the following:

- You are responsible for ensuring that the property is clean and clear of all personal furniture and items on departure.



- You must remove all rubbish and empty the cupboards/fridge of food and empty all waste bins.
- You are liable for clearing and cleaning charges
- During the period of your notice you may be requested to allow admittance to workmen or future residents. Notice will be provided in advance.
- All electrical and gas appliances must be left safe and secure
- Meter readings must be taken on the day of your departure and a copy must be given to the trustees.
- You must return all keys

In certain circumstances, the Trustees may have no alternative than to consider terminating your appointment. These are:

- You do not comply with the rules set out in your Letter of Appointment. These rules are made for the benefit of all residents.
- You are no longer qualified to live in the property. It is possible that your circumstances could change to make you no longer eligible. For example you could win or inherit a significant sum of money.
- You may no longer be able to look after yourself even with all the help of your family and/or care provision. There may also come a time when your condition is putting the other residents at risk.

The Trustees will only terminate your appointment as a last resort, after a fair process of investigation.



## **CHAPTER FOUR**

### **GENERAL INFORMATION**

When you move into your home the Honorary Administrator will arrange an induction in the form of informal guidance and discussion, related to the Letter of appointment and the Residents Handbook. This will include taking details of your next of Kin, emergency contact, trusted key holder etc.

#### **Repairs and Decorations**

The Trustees are responsible for both external and internal repairs to your home. Please report all necessary work to the Building Maintenance Helpline 0116 4542100 or Out of Hours 0116 3737770 (quote reference 9999) who will arrange for repairs to be carried out. You will be consulted in advance about arrangements. You will be informed when the work will start and how long it is planned to take. Workmen will not be allowed to enter whilst you are out unless you have agreed to satisfactory arrangements. An exception will have to be made if an emergency arises or access is required to rectify an urgent problem. Please do not let anyone into your home unless you know who they are! If in doubt, call the Maintenance Helpline number again or the Administrator.

You, as a resident, are responsible for the internal decoration of your home and the replacement of light bulbs.

#### **Insurance**

The Charity insures the buildings. Residents should take out their own contents insurance.

## **Keys**

Please be responsible for the keys to your accommodation.  
You are the holder of all keys, there is no master set retained by NMH.

## **Cleaning**

The Trustees do not provide any cleaning.  
You are responsible for cleaning your own residence, including the stairway if you are in a first floor flat.  
You are responsible for cleaning the windows of your home.

## **Waste Disposal and Recycling**

Please ensure all waste is put into the relevant bins.

Large Bulky items awaiting collection from the Local Authority remain your responsibility until they are collected. You must ensure that they are in a safe place, they do not restrict or impede other residents and that they are not a Health and Safety risk.

## **Gardens and Grounds Maintenance**

The garden has been laid out for the use and benefit of all residents. The communal areas are maintained by professional gardeners via a contract with the Trustees. The cost of this is included in your weekly maintenance contribution.

Most properties have adjacent areas which residents are responsible for and must maintain themselves, but you must not plant Cupressus Leylandii or other large species of trees or shrubs there.

You or your guests must not cause damage to the grass, plants or trees in the communal area.

## **Location of Stopcocks**

The water stopcock is located on the incoming water supply pipe, usually in a corner of the kitchen. In addition there is mains isolation outside each flat, set in the ground, with the number of each flat identified under the lid.

The gas stopcock is located in the gas meter cupboard.

These should only be turned off in an emergency.

## **Location of Electricity Mains Switch and Fuse Box**

The electricity mains switch/circuit breaker/fuse box is to be found in the electric meter cupboard in the hallway or under-stairs cupboard, or in the case of first floor flats in the hallway of each individual flat.

Residents are able to apply individually for a smart meter if they so wish.

## **Television, Satellite services**

All residents must have their own television licence. You need a licence to use any television receiving equipment including set top boxes, DVD recorder, PC or mobile phone to watch or record programmes as they are being broadcast. Television licences are free to

- all people over the age of 75(until June 2020)
- Those who are blind or have severe sight impairment

- People who are retired or disabled and live in certain types of accommodation

As the properties are Almshouses belonging to North Memorial Homes, a registered charity prior to 1949, residents are eligible to independently apply to the BBC, Licence Fee Unit for a concessionary licence for residents under the ARC (Accommodation for Residential Licences) Scheme

There are restrictions on the placing of aerials and satellite dishes on the exterior of the properties due to the homes being in a conservation area. Permission must be obtained from the Trustees before anything is attached to the property. If permission is granted the resident is responsible for maintenance and operation of the aerial or satellite dish.

Please be considerate to your neighbours of noise nuisance in the use of TVs, radios, stereos and musical instruments.

## **Social Media**

Residents who use social media such as Facebook and Twitter are asked to respect the fact that no views should be expressed via social media about the charity, its Trustees, other residents or members of the management committee.

## **Telephones**

You are responsible for making your own arrangements for installing a telephone in your property

## **Doctor**

If your GP is nearby you will not need to change.

If you do not have a GP, or you are moving from another area, the Administrator will be able to give you the names of GP practices in the neighbourhood.

### **Next of Kin**

The name, address and contact details of your next of kin, Carers or a nominated representative, should be supplied to the Honorary Administrator and the Trustees.

Email: [enquiries@orthmemorialhomes.co.uk](mailto:enquiries@orthmemorialhomes.co.uk)

He or She will be contacted should the trustees have concerns; you have given your consent by signing your Letter of Appointment.

### **Emergencies and Sickness**

Please make sure the Honorary Administrator is notified if you are ill. This is particularly important if you are going into hospital and when returning home after admission.

If you have a disability or become disabled while living in the Homes, it may be possible to obtain equipment or to make alternations to your home to help you to live an independent lifestyle; Social Services will need to put forward a recommendation. You must not make any structural alternations to your home (e.g. fitting ramps or stair lifts) without the Trustees' permission. Certain Charities may be able to help you with Disability and Mobility aids.

Contact Age Uk: Tel 0800 678 1602

### **Drugs**

Use of illegal substances, recreational or street drugs is strictly prohibited anywhere on the site of North Memorial Homes including your own accommodation. This rule applies to you and any guests on site.

## **Rehousing**

If you wish to move from your existing property to another on site, you should contact the Honorary Administrator to discuss this matter. While every effort would be made to assist a resident to move, the decision would depend upon availability and be entirely at the discretion of the trustees.

There may be circumstances for example during refurbishment or unforeseen circumstances, when the trustees may require you to vacate the dwelling and move, either temporarily or permanently, to another dwelling.

## **Gifts and Legacies**

It is the trustees' policy that no one involved in the running of the charity should accept any gift or legacy from a resident. If you wish to donate anything to the charity please contact the secretary to the trustees

Tel:0116222 2200 email: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)



## CHAPTER FIVE

### EXPERIENCING DIFFICULTIES

If you experience any difficulties in meeting your obligations in living here, and/or any issues with the enjoyment of your property, we need to know.

The sooner you inform us the sooner we can look at resolutions or sign post you to appropriate support.

Email: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

Tel: 0116 222 2200

#### **Problems with the property**

These should be reported to;

Building Maintenance via the Helpdesk contact: 0116 4542100

**or**

if it's out of office hours contact:

0116 3737770 quoting reference 9999

#### **Financial Problems**

The Administrator tel: 0116 2543303 or 07827745354 and James Sellicks Lettings: 0116 2851600 need to be informed immediately if there are problems concerning your payment, in order that the matter be resolved as soon as possible to avoid further action being taken concerning your residency. Every effort will be made to assist you and the Trustees will be consulted. There is a policy in place that will be followed should arrears accrue.

Free independent advice is available via the National Debt Advice centre and Step Change contact details are shown on the back cover.

A policy is available on request: Tel 0116 222 2200

Email: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

## **Housing Benefit / Universal Credit**

If your income consists of the basic retirement pension and you have little or no capital, you may be entitled to Housing Benefit or Universal Credit (housing element) to help you with your housing costs. To claim Housing Benefit or Universal Credit you should ask for a form at your local Benefits Office (DWP) or Housing Department at Oadby and Wigston Borough Council. If you do have some additional income to your basic retirement pension you may still be entitled to some help with housing costs. Again, forms to claim this are available as above.

Age UK Advice is a free, confidential, national phone service for older people, their families, friends, carers and professionals. They have a team of expert advisers who will give you information that is reliable and up-to-date. They can be contacted on 0800 055 6112 between 8.am -7pm.

## **Complaints**

Many people are reluctant to complain. Your Trustees can only resolve difficulties and improve the service they offer, if you advise them when issues arise. In the majority of cases, minor issues can be dealt with informally, quickly and efficiently. The Trustees can only resolve problems and improve the service if you speak up when things go wrong.

If you have a complaint, or a difficulty has arisen which cannot be readily solved by a discussion with the Honorary Administrator – Tel 0116 2543303 or Secretary to Trustees – Tel 0116 222 2200, the matter

should be addressed in writing and forwarded to the Chairman of the Trustees at the following address:

Chairman of Trustees  
North Memorial Homes  
c/o Charity Link  
20a Millstone Lane  
Leicester  
LE1 5JN

Set out below is a procedure to be followed if a resident wishes to raise a complaint in connection with the occupation of his or her home, or about services provided by the charity relating to the Homes.

- Minor matters, such as small maintenance items, should be referred to the Building Maintenance Helpdesk – Tel 0116 4542100 or  
Out of hours – 0116 3737770 quoting reference 9999
- Other minor matters should be reported to the Honorary Administrator - Tel 0116 2543303 or Secretary to the Trustees; tel: 0116 222 2200 when they arise. They should be attended to straight away.
- If the matter is urgent, a matter of Health and Safety this must be reported immediately to the Honorary Administrator or the Out of Hours line.

If the Administrator is unable to resolve the minor matter or, if there is a persistent problem with loud noise or matters affecting health and safety, the resident should refer this to the Secretary to the Trustees and the Chairman of Trustees in writing.

- If you have a complaint about another resident, the Honorary Administrator, the Honorary Secretary or any contractor working for the charity, or a serious breach of Health and Safety regulations, you should put your complaint in writing at the

outset to the Chairman, with a formal request for it to be considered by the Trustees. You will, if you wish to exercise that right, be entitled to attend when your complaint is being discussed, accompanied by a friend, advocate or professional advisor.

- It is important that you raise a difficulty or a complaint as an individual. You should not act as a spokesman or woman on behalf of a number of residents or be cajoled into supporting a particular vociferous or belligerent resident.
- Trustees are obligated to write to the resident to advise of the action taken to resolve the complaint or difficulty.
- A copy of the Complaints Policy is available on request from –  
The Secretary to the Trustees - tel 0116 222 2200  
Email: [enquiries@northmemorialhomes.co.uk](mailto:enquiries@northmemorialhomes.co.uk)

If you remain dissatisfied following consideration by, and the decision of, the Trustees, you have the right to take your complaint to –  
The Housing Ombudsman.

81 Aldwych,  
London  
WC2B 4HN.

Tel: 020 7421 3800 Fax: 020 7404 7092

When writing to the Ombudsman please state your full name and address, telephone number (if any) and set out the details of the complaint. The Ombudsman will only be able to consider a complaint if he is satisfied that the charity's own Complaints Procedure, as detailed above, has been fully exhausted and that it falls within his jurisdiction

## **Useful contact information**

**Emergency out of hour's maintenance:** 0116 373 7770 (quote reference 9999)

Maintenance issues: 0116 454 2100

Honorary Administrator: 0116 254 3303

Secretary to Trustees: 0116 222 2213

Chairman of Trustees: 0116 222 2213

James Sellicks : 0116 285 1600

Oadby & Wigston Council Offices (Housing Benefit/Council Tax): 0116 2888961

NHS: 111

Police Oadby & Wigston: 0116 222 2222

DWP: 0845 515 8313

Age UK: 0800 678 1602

Citizens Advice: 03444 111 444

SSAFA (the Armed Forces Charity): 0800 731 4880

National Debt Advice: 0808 501 6303

Step Change: 0330 055 2198