



SCOTTISH  
**VETERANS**  
RESIDENCES



# WHITEFOORD HOUSE

Residence Handbook



### We would like to welcome you to Whitefoord House



We sincerely hope that you enjoy your stay at Whitefoord House and please remember that the staff at Whitefoord House are here to help you and assist in the delivery of your support.

We have designed this handbook with input from our residence to:

- Give you information to help you enjoy your stay; and
- Be aware of your responsibilities

The handbook is split into easy to read sections and covers all areas of our service.

We hope that you find the handbook useful and if you have any suggestions on how we can improve our service, any comments or just want a chat, please come in and see us.

We look forward to seeing you around the Residence.

The Management Team.

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## Meet the Staff

Registered Manger  
Deputy Manager  
Support Supervisor

Kirsty Smeaton Brown  
Alison Morrison  
Justin Gould

Administrator

Jamie Donaghy

Receptionist

Anne-Sophie Labenne  
Scott Brayford  
Gabriel Hernandez

Housing Assistant

Mark Doig  
Heather Moore

Supporting Assistance

Annette Miller

Support Officers

Phil Preston  
Martha Moloney  
Debbie McCormick  
Maxine Carter  
Amanda Lawrence

Night Concierge

Jacek Szczepanski  
Abdullh Zakariyah  
Yeray Moreno  
Gavin Anderson

Week End Concierge

Gabriel Hernandez

Domestic

Pamela McElhone  
Roberto D'amore

Laundress

Margaret McElhone

Maintenance

Eck Robertson  
Sunday Agbo

Head Chef

Michael Pearson

Chef

Conor Martin  
Joshua Munyao

Catering Assistance

Roxy Marin  
Elena Soagher  
Henry Aniemeka  
Peter Kaufmann  
Damalola Adewuyi



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Catering Service  
Timings



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Catering cont ....



### Regulation

SVR is a registered social Landlord. This means that we are inspected to ensure that we provide quality services, which achieve value for money and promote equal opportunities.

We are also registered with the Care Inspectorate as an approved provider of housing support services. We are subject to inspection by the Care Inspectorate on the quality of these services. Inspection reports are available from the management team and our registration certificate is displayed at reception.

### Your Rights

We will ensure the services we provide comply with the **National Care Standards**. Through the provision of support services we will ensure that you maintain your dignity, privacy, choice, safety, equality, diversity and encourage you to realise your potential.

This means that as an individual you have the right to live your life according to social, cultural and religious beliefs. Staff will help to support you to live your life as you wish to do so.

Staff will help you to make choices about the service that is provided and ensure that it meets with your individual needs.

We will ensure that your right to privacy is maintained and all personal information is kept secure. We will only ask you for information that is essential for us to carry out Housing Support Services. We will explain why we need the information and what we will do with it.

Any information we have about you, will be available to you on request. We will ask your permission to share information if this is necessary, in order to carry out Housing Support, e.g. to share financial information in order to apply for housing Benefits.

If you wish you can appoint an independent representative to speak, or act on your behalf. If you appoint a Power of Attorney to deal with your affairs, we will agree with you how this should work to suit your needs.





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Services





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**Services Cont**

**Gym**

The Gym is located next to the McLaughlin. The gym must not be used after 11:00hrs





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## Neighbors and Meetings

### Problems with Neighbours

How you get on with your neighbours can be one of the most important factors in determining whether you are going to be happy in your home. Problems with neighbours can range from poor personal hygiene and loud music. The generic



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## Surveys & Repairs

### Surveys

Surveys are carried out to find out what you think about certain aspects of SVR services, and are normally done by letter to each resident. We use the data collected during a survey to identify any areas which we can improve.



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## Surveys & Repairs Cont

### What happens after a repair is completed?

Once a repair has been carried out, it is important for us to check that the work was done to the correct standard and represent value for money. We do this in the following way:

- A member of staff will arrange to come and inspect the repair.
- A member of staff may visit you to ask a few questions about how satisfied you were with the way your repair was handled.

This part of the procedure is very important as it lets SVR know that its repair




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## Surveys & Repairs Cont

### Who is Responsible for What?

While the majority of repairs are SVR responsibility, there are some that are the resident's. This table gives some examples to illustrate where the responsibility lies.

REPAIR	SVR	YOU	MORE DETAILS
Replacing glass in windows			Except where breakage has been intentionally caused by the resident, their family



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## Surveys & Repairs Cont

### Planned Maintenance

Planned maintenance involves the renewal of certain items, normally when they reach the end of their useful life. SVR will notify you in advance of any works we plan to carry out in your room.

Some jobs will require entrance to your room when you may be out. We will give you enough notice of these jobs to make your own decision. If you would like to be in attendance i.e P.A.T testing all plug sockets and electrical equipment in every room throughout the residence.

SVR will make every effort to ensure that staff and contractors that enter your room leave it as they found it, but any damage to decoration or surface will be made good by the Organisation.

### Residents Alterations



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## Insurance, Security & Fire Safety

### Insurance

SVR insures all of its residencies covering the fabric of the building, themselves, SVR fixtures and fittings, glass and sanitary ware e.g. bath, shower, WV and wash hand basin.

SVR Insurance does not cover the following:

- Your furniture.
- Floor coverings.
- Personal belongings.

**We strongly suggest you take out your own contents insurance which would cover these items in case of fire, flooding, theft or damage/breakages.**

### Security in the Home



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**Fire Drills, Smoking, Laundry, Cleaning &  
Electrical testing for portable items.**

### **Fire Drills**

When you hear the alarm go off, you must make your way to the designated area shown on the fire procedures display, on the back of your door. Staff will then make sure all residents are accounted for and notify you when it is safe to return to your room.

### **Smoking**

Smoking is permitted in your own room and the designated smoking areas provided outside of the buildings. Smoking is prohibited anywhere else.

### **Laundry**

The laundry facilities situated in the main basement are only for use by qualified staff and residents should not attempt to use any of the equipment located there. There are three self-service machines located in the room beside the laundry which are available to use between 0800 and 2000 Monday to Sunday. Time slots are booked via reception, this gives use of 1 washing machine and 1 dryer for 2.5 hour, Iron and ironing boards may be booked and are available from reception.





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## **Cooking Appliances, Safety VBolt Testing & Rent**

### **Cooking Appliances in the bedroom**

Residents are permitted to have a small fridge and electric kettle in their bedrooms. For fire safety reasons electric toasters, George foreman grills or any other high heat cooking equipment is NOT allowed.

### **Safety Bolt Testing**

You are required to allow the High Building Safety Bolt testing team into your room to test the bolts on the outside window area annually.

**PLEASE REMEMBER HEALTH AND SAFETY IS THE RESPONSIBILITY OF EVERYONE**

### **Rent set by SVR & Edinburgh City Council**

SVR sets rent in accordance with the rent policy for Houses in Multiple Occupancy, laid down by the City Council. We must make sure we cover the cost of:

- Managing and maintaining our residences on a day to day basis.
- Improving or residences.
- Rent lost through empty rooms and rent arrears.



## How to Pay & Get help with Rent payments

### When & how to pay your rent

You are required to pay your rent weekly, fortnightly or monthly depending on the arrangements that you have made. This will be agreed on your induction or initial interview. You are required to pay your rent either by cheque, debit card or cash at the reception office on the agreed day, or by Direct Debit or Standing Order.

Rents are taken by the administrator in the front office Monday to Friday from 0800 to 1600.

### How to get help with your rent?

Residents on low income may be entitled to Housing Benefit to help pay their rent. If you receive Universal or Pension Credit, you are likely to be entitled to full maximum Housing Benefit. If you are on any other benefits, including pensions, or have a job with a low wage you may get a contribution paid towards your rent.

Should you wish, SVR will apply for Housing Benefit to be paid directly to SVR and we are permitted to hold housing benefit letters that are addressed to SVR so that we can amend your rent accordingly.

Any changes to your income should be notified as soon as possible to the admin,



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## How to Pay & Get help with Rent payments

Your rental and service charge obligations commence from the first day of your occupancy, regardless if you have been assisted to claim for additional support to pay your you are required to make your personal contribution payments for £53.20 as detailed in the rent schedule below



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### RENT SCHEDULE 2025 - Whitefoord House

- Rent - £312.36
- Eligible Service Charges - £289.55
- Ineligible Charges - £53.20
- Total Contractual Rent - £655.11
- Total Eligible Rent for HB - £601.91



### What is the SVR policy on rent arrears?

Paying rent is not a matter of choice. If you do not contact us about missing payments or if you do not keep up to an agreement to pay rent arrears, SVR will take action against you to recover the money owed. As last resort, SVR will evict you from the residence, and ask the court to award legal costs against you. We may also charge interest on the total debt until the arrears are completely repaid.

It is vital therefore, that you contact us immediately if you have any difficulty paying your rent. The problem will not go away on its own and we are here to help!

### Complaints

We try to get things right first time, but we accept from time to time we may not. If that happens, we want you to tell us about it.

Complaints are an important source of information on how we are performing and strange as it may seem, we will be delighted to hear from you if our service has fallen short of your expectations.

Please see our quick guide overleaf and our separate complaints leaflet for a full guide on how to make a complaint.





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Useful Information &  
Contact Details



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## Useful Information & Contact Details

### Bus Services

The number 25 bus service runs between the Canongate and Edinburgh City





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## Pastoral Care

Whitefoord House stands within the parish of Canongate, first established by King David 1<sup>st</sup> in 1128. Today the parish, which also includes the Palace of Holyrood house, The Scottish Parliament and Edinburgh Castle, is served by Canongate Kirk – about 200 yards up the royal mile from here.



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## Ending the Service

### Moving On

Choosing to move on from the service should be a positive experience. You can choose when you wish to move. We advise that this shouldn't be rushed and time is taken to consider all options, this will enable you to make an informed choice.

Whitefoord House staff, in particular Support Staff will help you plan and support you with advice or more practical help. This can all be discussed at your Support plan review meeting.



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## The Local Community

### **Edinburgh City Council**

Main Switchboard 0131 200 2000

### **Local Shops**

Tesco Metro

59 Holyrood Road EH8 9AU

5 min walk 0.2 miles

Meadowbank Shopping Centre

Sainsbury's Poundland, B&M Marks & Spencer's Outlet

London Road, Edinburgh EH8 8HH

15 min walk 0.7 miles

### **Banks**

ATM

Tesco Metro



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## SVR Warning Process

SVR operates a warning process where actions can be taken if there has been a breach of a resident's occupancy agreement and/or where unacceptable behaviour has occurred.

If we find that a resident has broken any of the terms of their occupancy we can issue a **first written warning**, a **final written warning**, or if serious enough a **notice to quit** the accommodation.

Examples of the issues that can lead to warnings includes but is not limited to;

- antisocial behaviour (e.g. abusive behaviour, violence towards others)

