



Rosendael

Your Resident's Handbook



**ROSENDAEL
3 VICTORIA ROAD
BROUGHTY FERRY
DUNDEE
DD5 1BE
01382 477078**

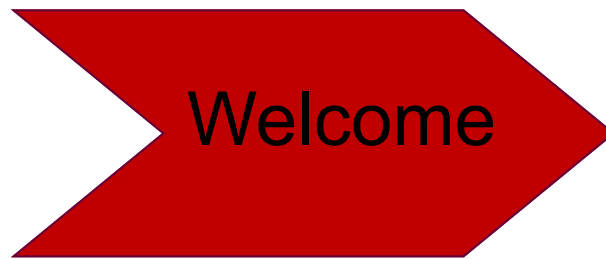
WE WANT YOUR FEEDBACK

IF YOU HAVE ANY COMMENTS ABOUT THIS
HANDBOOK PLEASE LET THE MANAGER KNOW OR
USE THE COMMENT BOX IN THE RECEPTION HALL.

OUR WEBSITE IS WWW.SVRONLINE.ORG
YOU CAN ALSO CALL US ON 0131 556 0091 OR
EMAIL INFO@SVRONLINE.ORG



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We would like to welcome you to Rosendael.

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

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

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

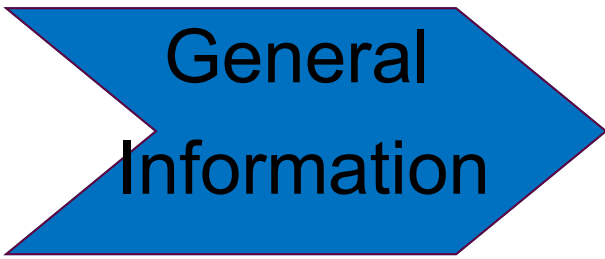
The Handbook is split into easy to read sections and covers all areas of our service. If you would like more information, or if something is not clear, please contact us. We will be happy to help.

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 me.

We look forward to seeing you around the Residence.

The Management Team





General Information

About Scottish Veterans Residences (SVR)

SVR was formed in 1978 although our supporting charity Scottish Veterans Residences has its origins in 1910. SVR is a Scottish charity and is registered as a social landlord.

SVR operates 3 residences, Whitefoord House in Edinburgh, Rosendael in Broughty Ferry, Dundee and Bellrock Close in Glasgow. SVR also has a number of affordable rental flats in Edinburgh and Dundee.

Anyone who has served in the Armed Forces, Reserve Forces or Merchant Marine is eligible to apply for SVR accommodation.

Our Mission is to provide the best quality of affordable accommodation and care/support to as many ex-Service and ex-merchant marine men and women and their spouses as possible, who find themselves in need, for as long as that need is there.

About Rosendael

Rosendael was opened as a veterans' residence in 1933. It has 44 en-suite rooms as well as several public rooms and large gardens. It was previously the home of the Proctor Kyd family who were jute merchants in Dundee. Rosendael is a Flemish name as the family had business interest in Flanders.

General Information

Staff

THE MANAGERS

RESIDENCE MANAGER
DEPUTE MANAGER

GRAEME WATSON
NEIL STEWART

ADMINISTRATION

ADMINISTRATOR

LAURA FOTHERINGHAM

SUPPORT

SUPPORT OFFICER
SUPPORT OFFICER
SUPPORT OFFICER
HOUSING ASSISTANT
HOUSING ASSISTANT
HOUSING ASSISTANT
HOUSING ASSISTANT (BANK)
NIGHT WARDEN
NIGHT WARDEN

CAROL GRAHAM
GRACE MCKIMMIE
CAROLINE SANDERSON
GARY PYOTT
NIAMH MCQUILLAN
JIM KELLY
GRAHAM STRACHAN
CHRIS HORGAN
CHARLIE LOWIS

DOMESTIC STAFF

DOMESTIC
DOMESTIC (BANK)

MORAIG McLELLAN
SHANNON COSGROVE

CATERING

CHEF
CHEF
KITCHEN ASSISTANTS

NIGEL RICHARDS-CLARK
DEBBIE NUGENT
TOMMY MORRISON
RUARI MCQUILLAN
JADE MILLERS
KEVIN GEDDES

KITCHEN ASSISTANT (BANK)

MAINTENANCE

MAINTENANCE OFFICER

KENNY BISKUP

JOIN IN LIVE WELL OFFICER

DARREN MORGAN

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Catering

Catering is provided as part of the service at Rosendael. We aim to provide a well balanced, nutritious and varied menu and welcome your feedback on the catering service. You can do this directly with management staff or at the regular residents' meetings.

Please make the Catering team aware of any food allergies or dietary requirement that you may have when you arrive.

Meal times are below. If you require a late or early meal due to an appointment, please complete the request form.

Monday to Friday

Breakfast	8.30-10 am
Lunch	12.30-1.45 pm
Dinner	4.30- 5.45 pm

Saturday

Breakfast	8.30-10 am
Lunch	12.30-1.45pm
Dinner	4.30- 5.45pm

Sunday

Breakfast	8.30-10am
Lunch	12.30-1.45
Dinner	4.30 - 5.45pm



You are welcome to bring a friend or relative for a meal on occasion. Please speak to the Housing Assistant first.

*Tea/Coffee/Toast in the Dining Room 7.00pm—8.00pm.

Attire in the Dining Room

We would request that residents dress respectfully when coming into the dining room and for your own safety we would ask that you wear enclosed footwear not flipflops etc.



Your Occupancy Agreement

Your Occupancy Agreement sets out your rights and responsibilities. The occupancy Agreement is a legal contract between you and SVR and you will be given a copy of it to keep.

SVR Responsibilities

Maintain its properties to a high standard, making sure that they are warm, secure and comfortable.

Look after common areas so that residents have a pleasant environment in which to live.

Involve residents wherever possible in decisions which affect their lives and where they live.

Residents' Responsibilities

Report repairs promptly.

Keep their own areas tidy.

Put all waste in the bins and empty regularly to avoid a build up of refuse in rooms which may lead to a fire hazard.

Avoid disturbing neighbours with loud and persistent noise, particularly late at night and early morning.

It will be the responsibility of each resident who has a television for their personal use to purchase a TV License.



Regulation

SVR is a registered social landlord with the Scottish Housing Regulator. 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. All our support staff are registered with the SSSC. Inspection reports are available from the management team and are displayed on the notice board.

Your Rights

We will ensure the services we provide comply with the Health & Social 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 your 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 the services we provide to you. 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 eg to share financial information in order to apply for Housing Benefit.

If you wish you can appoint an independent representative to speak or act on your behalf. If you have an Power of Attorney to deal with your affairs we will liaise with that person.



Visitors

You are encouraged to have friends and family visit you at Rosendael. For the security and convenience of all residents please observe the following:

All residents are asked to meet their visitors at reception and accompany them at all times; SVR will not be responsible for locating a resident when a visitor arrives. Those residents with family members visiting do not have to come to reception, but the visitor must sign in via the Ipad before making their way to the resident's room after the Housing Assistant has confirmed that the resident is home.

All visitors are asked on arrival and departure to use the sign in portal which is situated in the reception area.

Visitors are required to leave Rosendael by 11pm.

Residents are responsible for their visitor's behaviour.

Visitors who are not family members must be over the age of 18, except when accompanied by an adult.

Visitors with dogs are reminded to keep them on a collar and lead at all times both inside and outside the residence.



CUSTOMER CARE

Scottish Veterans Residences are committed to providing an efficient and caring service and train all of our staff to enable them to deliver such a service to its residents. We aim to meet resident's needs and wishes and we will consult with you regularly to make sure we know what these are.

WHAT TO EXPECT FROM US

When you visit the Residence:

A warm welcome from the staff in the reception area

If you have an appointment you should be seen within 5 minutes of the appointment time

If you don't have an appointment, you should be seen within 10 minutes or be given an alternative appointment

When you write or e-mail the Residence:

We will respond within 5 working days

We will reply in plain English

SERVICES

TELEPHONES

You may request a BT telephone be installed in your room, this is entirely your own responsibility and staff of SVR will not sign any documentation relating to personal telephones.

Out of courtesy to other diners, please do not use mobile phones in the Dining Room.

POST AND MESSAGES

Post is delivered to the Residence daily. Staff deliver post to rooms. Any parcels that are larger than a letter box are kept securely in the Support Officer's office where residents can collect them.



COUNSELLING

Residents have access to a confidential counselling service every Wednesday morning from 9am.

FACILITIES

GAMES ROOM AND INTERNET

There is a full sized table in the snooker room. Internet facilities are located in the Grampian Lounge. Residents also have access to a local gym/swimming pool and also a small on-site gym in the Green Room. There are a number of cycles that residents are welcome to use.

PUBLIC ROOMS

The Public Rooms such as Green Room, Snooker Room, Conservatory, Grampian Lounge and Frank Proctor Kyd Lounge are for the use of all residents.

TELEVISIONS

There are televisions in the Grampian Room and Frank Proctor Kyd Lounge. Residents' rooms have TV aerial connections and you are welcome to bring your own television. You must have a TV licence for a television in your room. Please speak with staff.

DOGS IN THE RESIDENCE

Please be aware that there may be dogs in the residence. If you are uncomfortable around dogs, please inform a staff member.



COMMUNICATION

SVR recognises the vital importance of effective communication with its residents. We want to provide you with useful information about our services and other issues that might affect your occupancy. We will do this by:

Providing detailed Resident Handbooks to all occupants;

Issuing weekly newsletters in paper form and media screens;

Constantly updating our website (www.svronline.org);

Having copies of SVR policies available from each residence office;

Having regular residents' meetings;

Displaying all information on residents' noticeboards.

Communication is a two way process and we will listen to your views and suggestions. Please let the staff know if you have comments or use the suggestion box in the reception hall. All comments will be considered and we will respond to you in person or in writing (unless the comment is anonymous).



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 to drug dealing and racial abuse. The generic term for this is anti social behaviour and if SVR is satisfied that the behaviour is causing alarm, distress or harassment to other residents we will work with the persons involved to solve the problem.

If a disturbance is mild or a “one off” it is best to speak to your neighbour and let them know how they are disturbing you. They may not be aware that there is a problem or how their behaviour is affecting you.

If this does not work, it is time to involve others, firstly speak to the Housing Assistant who will make the initial investigation. They can mediate between parties to resolve the problem. If necessary they will call the duty manager or the police. Where it is decided there has been a breach of their occupancy agreement, we will remind the resident of their obligations and what will happen if the disturbance continues. We may also call other agencies such as environmental health, social services or the police.

Parking Private Vehicles and Visitor Parking

There is very limited parking at Rosendael, available on a first come, first served basis. The main driveway and all access doors should be left clear for emergency vehicles at all times. All vehicles must be roadworthy and parking is only permitted in the spaces provided.



Resident Participation

Residents' Meetings

SVR encourages residents to participate in the decision making process which govern the way their residences are managed. This is a two way process which involves sharing of information and ideas with the aim of improving the standards of service SVR provides. The consultation process is through residents' meetings. These are held around every 6 weeks. These meetings do not only look at day to day issues but also look at SVR's policies and procedures. We hope to promote good working relations with all our residents. Participation in these meetings are important to us as we want to hear your views.

Surveys

You can take part in a survey. 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.

Residents' Committees

Residents are encouraged to form a residents' committee so as to represent their fellow residents in other meetings that may be held from time to time and to look at different areas that may come under review, i.e. Functions, games nights and other social events. Please let the manager know if you are interested in joining the residents' committee.

Repairs and Maintenance

How to Report a Repair

Call in to the Admin office at anytime weekdays. At weekends, report any repairs to housing assistants.

The more information you can give us about the problem the better, but the main details we need are:

Your room number

The nature of the problem

Does it affect just your room or does it also affect common parts or a neighbour?

When can you provide access for an inspection and/or the work to be carried out?

Access arrangements are very important; please try to provide access immediately or on a lower priority job please give permission for the tradesmen to enter your room accompanied by a member of staff. With your agreement a member of staff will accompany the tradesman whilst work is being completed. Please be assured that we respect your right to privacy and you will be consulted in every case.



WHAT HAPPENS AFTER A REPAIR IS REPORTED

When we receive your report, the Maintenance Officer will attend to see if he can carry out the repair. If not he will arrange for the relevant trades to do so.

In case of emergency and urgent repairs we will instruct contractors by phone and follow up any timings for entry/access with the resident.

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 ways:-

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 service is effective or not. Please provide feedback if asked for.

OUT OF HOURS EMERGENCY REPAIRS SERVICE

SVR employs contractors to provide an emergency repairs service.



RESPONSE TIMES

Response times are split into three main categories: emergency repairs, urgent repairs and routine repairs.

EMERGENCY

Timescale – A Contractor will attend within 24 hours

Definition – repairs that require immediate attention to ensure safety and security of the property

Examples – Total loss of water or electricity, total loss of heating (in cold weather), breaches of security to doors or windows

URGENT

Timescale – A contractor will attend within 3 days

Definition – repairs that require attention to prevent further deterioration to the property or undue risk or inconvenience to the resident

Examples – Plumbing leaks, central heating faults, blocked drains or minor electrical faults

ROUTINE

Timescale – A contractor will attend within 10 working days












Definition – any other day to day repairs

Examples – General joinery repairs toilet fittings, internal doors etc, and minor plumbing repairs

Please note that some problems may take longer to repair if they prove more complicated than first thought. Nevertheless, we will always respond within the timescale and keep you informed if there is to be a delay in completing the job.

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 for fixtures we provide to you. Any item you bring in eg lights etc is your own responsibility.

REPAIR	SVR	YOU	MORE DETAILS
Replacing glass in windows			Except where breakage has been intentionally caused by the resident, their family or visitors
Replacing lost keys and/or associated locks			Via Admin office
Maintaining heating appliances			
Maintaining Sanitary Ware			
Decoration and Repair Of Common areas			
Replacing light bulbs in ceiling and fitted wall lights			
Replacing light bulbs in bedside lights			
Cleaning blocked waste pipes			If the blockage was caused by neglect or damage you may be required to pay
Damage caused by neglect or misuse of the property by the resident family or visitors			If the damage was caused by you, your family or friends you may be required to pay

Please note that this is not a full list. If you are not sure about a particular repair, contact a Housing Assistant.

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 plugs sockets and electrical equipment in each 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 surfaces will be made good by the company.

RESIDENTS ALTERATIONS

Residents are generally not allowed to make alterations to their rooms; you may hang pictures or ornaments but please arrange this with the Manager. If you would like any other alterations i.e. Bookshelves or other forms of wall fixtures then you must first ask permission will, if in agreement, ensure this work is completed. If you require pictures to be hung in your room, please see the Maintenance Officer who will do this for you.

You should note that SVR may insist that the property is reinstated to its original condition when your occupancy ends.

ADAPTATIONS

SVR is committed to the principle of enabling occupants to stay at their respective residences as long as possible. One of the many ways of doing this is to allow adaptations to be made to help people whose mobility needs have changed since they moved in. Assessments are carried out by occupational therapy and any adaptations are fitted by Dundee City Council.

If you would like to have an adaptation undertaken at your own expense please apply through the reception office and a contractor will be arranged to carry out the work.

INSURANCE

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

SVR's insurance does not cover:-

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

Please make sure you lock your room when you are out. Report any suspicious activity to the duty Housing Assistant who will investigate. Please close all external doors after you go out.



Fire Safety

Rosendael is fitted with a comprehensive fire alarm system. The fire alarm equipment is regularly checked but let us know straight away if you think something is wrong.

Please do not use extinguishers unless it is an emergency.

You MUST leave the building if the alarm sounds.

Do not use fire fighting equipment for anything other than what it is supplied for i.e. extinguishers should not be used to hold open doors.

If there are any issues regarding general maintenance, please notify the Housing Assistant at reception.

Health and Safety is the responsibility of all staff and residents. We always review security at our meetings, but if ever there is a time when you do not feel safe and secure, please discuss it with a member of the support staff on duty.

For your safety we conduct a weekly fire systems check this is done every *Monday at 2pm*. There is no need to evacuate the residence unless otherwise advised.



FIRE DRILLS

When you hear the alarm go off you must make your way via the nearest fire exit to the designated area, which is situated at the front of the main building, there is a sign which clearly indicates ASSEMBLY AREA. Staff will then make sure all residents are accounted for. The Fire Service will attend and they will advise residents and staff when it is safe to enter the building.

SMOKING

Smoking is permitted in your own room and the smoking area provided outside of the building. Smoking is prohibited anywhere else. If you want to smoke in your room, you must agree to a risk assessment and abide by any findings.

LAUNDRY

The laundry facilities situated in the main corridor are open 24 hours every day for residents who wish to do their own laundry. Please see one of the domestics who will be happy to show you how to use the machines. There is also a laundry area in Kyd House for the use of all residents. There are laundry pods available but you are more than welcome to use your own.

ROOM CLEANING

It is the resident's responsibility to keep your room clean and tidy. There are vacuum cleaners available for your use on each corridor and you are requested to return the vacuum cleaner after use. Please ensure your bins are emptied regularly (especially the metal bin for cigarette butts if you are a smoker).

Please keep the communal areas safe and tidy by removing any rubbish to the bins provided.

ELECTRICAL PORTABLE APPLIANCE TESTING (PAT)

You are required to allow the electrical testing team into your room to check all your electrical equipment annually. Any recommendations made by the team are to be adhered to. Please notify the Housing Assistant when electrical items which are not tested are brought into the Residence and the Maintenance Officer will carry out a PAT test. All electrical items will be PAT tested by contractors annually.

COOKING APPLIANCES IN BEDROOMS

Residents are permitted to have a small fridge and electric kettle in their own bedrooms. For fire safety reasons electric toasters, George Forman Grills or any other 'high heat' cooking equipment is not allowed.

DAILY CHECKS

Housing Assistants will carry out daily checks via a welfare visit to your room if they have not seen you in person.

OUT OF RESIDENCE

If you are going to be out overnight we would ask that you call to advise you are to be out. We have a 3 day out policy whereby staff will call the police to report a resident missing if there has been no contact during that time.



Money Matters

RENTS

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 our residences,

Rent lost through empty rooms and rent arrears.

We review our rent each year, for the next SVR financial year starting in January. We look at all our costs over the last year and what costs need to be covered for the following year. These costs will include:-

Property Rates/Council Tax

Sewerage and Water Rates

Service charges i.e. Cleaning and Laundry, Heating and Lighting

Food charges

Maintenance works and labour

Insurance

Staff remuneration

Other costs including Office, Administration and Communal TV License



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These charges are set as a percentage to residents the remainder being offset by Housing Benefit.

Housing Benefit is set by local councils and is assessed individually for each resident, and depends on the individual's income.

WHEN AND 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, cash or debit card in the admin office on the agreed day, or by Direct Debit which comes out on the first of every month.

Rents are taken by the Administrator, Monday to Friday from 08.00am-1pm, 1.30-4pm.



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 ESA, JSA, Universal Credit or Pension Credit, you can claim Housing Benefit. If you are on any other benefits, including pensions, or have a job, you may have to pay more towards your rent.

Should you wish, SVR will assist you to apply for Housing Benefit on your behalf as soon as possible after your arrival but the responsibility always remains your own; any delay may mean loss of this benefit resulting in rent arrears.

You are recommended to authorise 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 Administrator/Management otherwise you risk losing part or the whole of your benefit and may end up with rent arrears.

WHAT SHOULD I DO IF I CANNOT PAY MY RENT

If you cannot pay your rent, you should contact the Management. We understand that you may at some point have difficulty in paying your rent. The earlier you tell us about it, the easier it is to sort the problem out.

We can give you help and advice and make an arrangement with you to pay your arrears in instalments.

WHAT IS SVR'S POLICY ON RENT ARREARS

Paying rent is not a matter of choice. If you do not contact us about missed 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 a 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 difficulties paying your rent. The problem will not go away on its own and we are here to help!



Complaints

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.

If you wish to make a complaint directly, the contact details are as follows:

Care Inspectorate,
Compass House
11 Riverside Drive
Dundee DD1 4NY

Telephone 01382 207200

Speak Out!!



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QUICK GUIDE TO OUR COMPLAINTS PROCEDURE

Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.



Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it. We will tell you how to do this when we send you our final decision.

WHAT IS THE SVR POLICY ON MEDICATION

Rosendael Support Staff are not to administer medication of any description, prescribed or otherwise, to a resident. If a resident asks for non-prescription or any such “over the counter” medicines, members of staff must not offer to buy or administer such items.

Residents who require prescribed medication to be delivered to them personally must make arrangements with their chemist, this can include having medicines posted through their letter box. Residents may also choose to collect their medication directly from their chosen pharmacy or chemist.

Under no circumstances will staff sign for medication. Some chemists may require a signature for receipt of medication—residents are advised to make their own arrangements for the delivery and signature of such items. If the resident is not available to receive their medication, it will be returned to the chemist and arrangements made by the resident for a new delivery.

Residents are advised to return any unused medication directly to the pharmacist





Moving On

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 the options, this will enable you to make an informed choice.

Rosendael Support Staff will help you to plan and support you with advice or more practical help. This can all be discussed at your Support plan review meeting.

We will help you as much as we can by informing you of the different Support Services that are available to you.

We will discuss with you what will happen to your records. If your records have to be passed on to a new Housing Support Provider. Your records will be complete and up to date. You will be fully involved in this process.

When you do move on we would really like you to complete an exit questionnaire which the Manager will give you. It will help us to improve our service and can be completed anonymously.

Please ensure that you pay any monies due before you leave.

Please ensure that your room is left in a tidy manner before you leave and return your key and fob.



Useful Information

Chief Executive Contact Details

Scottish Veterans Residences
53 Canongate
Edinburgh
EH8 8BS
Telephone: 0131-556-0091

Care Inspectorate Contact

Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone: 01382-207200

Dundee City Council

Social Work Department
Level 2, Dundee House
50 North Lindsay Street,
Dundee DD1 1NF
Tel: 01382 434019

If you wish to have someone speak on your behalf, you can contact;

Dundee Independent Advocacy Support,

1c Meadow Mill, West Henderson's Wynd,
Dundee, DD1 5BY.

Telephone , 01382 205515 (Answering machine outwith
office hours)

E-mail diasdundee@onetel.com

Broughty Ferry Health Centre

103 Brown Street
Broughty Ferry
Dundee, DD5 1EP
Tel: 01382 731331

Broughty Ferry Age Concern Centre

343 Brook Street
Broughty Ferry,
Dundee,
DD5 2DS
Tel: 01382 776002

Grove Health Centre

129 Dundee Road
Broughty Ferry,
Dundee,
DD5 2DU
Tel: 01382 778881

SSAFA Forces Help Dundee & Angus

SSAFA Forces Help provides financial, practical and emotional assistance to anyone that is currently serving or has ever served in the Army, Navy or RAF, and their families.

Tel: 01382 452 808

Email: Dundee@ssafa.org.uk

Broughty Ferry Library

Queen Street, Broughty Ferry, Dundee DD5 2HN

E: broughty.library@leisureandculturaldundee.com

T: 01382 436919 F: 01382 436913

Opening Hours

Monday, 9 am - 7 pm

Tuesday, 9 am - 7 pm

Wednesday, 10 am - 7 pm

Thursday, 9 am - 1 pm

Friday, 9 am - 7 pm

Saturday, 9 am - 5 pm

Bus Services

Broughty Ferry is served by a regular bus service, from Dundee City Centre.

Travel Dundee buses: No 5, every 10 minutes.

Strath Tay / Stagecoach buses: 73, 74, 77, 78, 79

Bus info for both companies can be found on www.dundeetravelinfo.com

Other Services

There is a post office, chemists and several banks too.

Forcesline

Something on your mind?

Forcesline is a free and 100% confidential helpline that is completely independent of the military chain of command. The experienced civilian staff provide a supportive, listening and signposting service for serving personnel and their families, as well as former members of the Armed Forces. You can talk to them about anything including personal concerns, worries and problems. Where possible, they will give you factual information or 'signpost' the appropriate ways forward, but they will never judge you.

Call 0800 731 4880 or you can write to:

**Forcesline
FREEPOST
PO BOX 1312
Pewsey
Wiltshire
SN9 6NN**

Service Personnel & Veterans Agency

The SPVA is a government agency that provides help and advice on a range of subjects from pensions to medals and veterans badges. Information can be found on their website www.veterans-uk.info or you can call their **free** helpline on:

0800 1914 2 18

Citizens Advice Bureau

Your local citizens advice bureau (CAB) can give free, confidential, impartial and independent advice and information on a wide range of subjects .

CAB Dundee, Central Library, Level 4, Wellgate Centre,
Dundee, DD1 1DB 01382 307494

Ex Service Organisations

There are a huge number of ex-Service and regimental associations which provide support for veterans in many areas such as employment, housing, membership, financial help and social events.

A searchable directory of help for veterans can be found online at <http://www.veterans-assist.org/>

A directory of all the ex-Service organisations and regimental associations is held on the website of the Confederation of Ex-Service Organisations at www.cobseo.org.uk.

If you need help contacting an ex-Service organisation please ask a member of staff.