

**WHITEFOORD
HOUSE
RESIDENTS
HANDBOOK**

**WHITEFOORD
HOUSE
53 CANONGATE
EDINBURGH
EH8 8BS
0131 556 6827**

WE WANT YOUR FEEDBACK

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

YOU CAN ALSO CALL US ON
0131 556 6827 OR EMAIL
INFO@SVRONLINE.ORG

**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 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 us.


We look forward to seeing you around the Residence.

The Management Team



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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 three 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, Dundee and Glasgow.

Anyone who has served in the Armed Forces, Reserve Forces or Merchant Marine's 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 as possible, who find themselves in need, for as long as that need is there.

About Whitefoord House

Whitefoord House was opened as a veterans' residence in 1910.

It has 85 en-suite rooms as well as a residents' lounge, IT facilities, gym, snooker room, bowling green and gardens.

It was built in 1766 for Sir John Whitefoord from Ayrshire who was a patron of Robert Burns.



Meet The Staff

THE MANAGERS

REGISTERED MANAGER

KIRSTY SMEATON BROWN

TEAM LEADERS

KEN MORRICE
JOHN ROBERTSON

ADMINISTRATOR

KYLE PATERSON

RECEPTIONIST

KAREN CRUICKSHANK

HOUSING ASSISTANTS

PHILIPPA HARROP

SUPPORT ASSISTANT

ANNETTE MILLER

COMMUNITY SUPPORT OFFICERS

DONALD SHANKIE
CARA ROGERS
PHIL PRESTON
ALISON MORRISON
CLAIRE REILLY

NIGHT CONCIERGE

STEVEN WALKER
CRAIG BARRON
AMJAD RAFIQ
CHRIS WATSON

CONCIERGE

GABRIEL HERNANDEZ

DOMESTIC

SUNDAY AGBO

LAUNDRESS

MARGARET MCELHONE

MAINTENANCE

ECK ROBERTSON

CATERING STAFF HEAD CHEF

MALCOLM FALCONER

CHEF

PAVEL ROMANOWSKI
MARK MOODY

CATERING ASSISTANT

BARBARA LAZOWSKA
PAMELA MCELHONE
IKE ONWUNBONZE
MARZENZ RADZIEJEWSKA

Catering

Service Times

Allergies, Dietrey Requirements

Health & Saftey

MONDAY TO SUNDAY

BREAKFAST

Table Service

08.00 TO 8.15

General Service

08:15 TO 09:00

LUNCH

Table Service

12:00 TO 12.30

General Service

12.30 TO 13.00

DINNER

Table Service

16:15 TO 16:30

General Service

16.30 TO 17.15

The servery counter closes 15 minutes before the end of meal times.

Please make staff aware of any food allergies (medical confirmation required) or dietary requirements you may have, on arrival.

Please inform your support worker if you require a late or early meal (medical or similar appointments only).

For your safety and the safety of other residents we ask that if you are under the influence you do not visit.

It is inappropriate for residents to wear nightwear when they come for meal, it is improper and unhygienic

When you eat in the dining room you are requested to return crockery and cutlery to the trolley provided. Please ask a member of staff to assist you with any spillages but do not leave it for another resident to slip on.



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 are displayed on the notice board

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 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 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 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 appoint a Power of Attorney to deal with your affairs we will agree with you how this should work to suit your needs.

Visitors

You are encouraged to have friends and family visit you at Whitefoord House.

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. The visitor must sign in at reception and sign out again before they leave.

Visitors are required to leave Whitefoord House by 11pm.

Residents are responsible for their visitor's behaviour.

Visitors who are not family members must be over the age of 18.

SVR 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.

A warm welcome from the staff in the reception area.

Housing support aims to help individuals to manage on a day to day basis. It does not help with personal or social care activities such as shopping or cleaning, but support staff can make referrals to other services which may assist you.

The following list is not exhaustive but housing support can advise and assist with

- Re-housing options & resettlement
- Maximising income & budgeting skills
- Addressing rent arrears
- Arranging minor repairs
- Preparing for independent living
- Referral to specialist services to meet health, financial or social needs
- Managing correspondence
- Accessing furniture & applying for additional funds
- Accessing services in the local community
- Working on skills to support specific needs
- Support with day to day routines and prompts for medication or personal hygiene

Customer Care

What to expect from us

Services

Telephones

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

Post & Messages

Post is located in the Post Boxes in the main hall and can be collected on a daily basis normally after 09.00 hrs.

Messages will be taken and individuals will be notified as soon as is practically possible.

Facilities

Games Room

The games room is located next to the Maclagan Room and has a full size snooker table, pool table and darts board.

The computers in the Mclagan Room are fitted with a programme that return them to a default setting at the end of each session so it is advised that you bring your own Flash Drive/Memory Stick if you wish to save information downloaded from the internet. Please report any breakages or hardware failure to the reception in order that it may be rectified.

IT Equipment

The WIFI password is T3rriGambo\$51

Bowling Green

The bowling green is available for all residents to use and the key for the 'Bowling Green Hut' is held at reception and may be signed out daily. You may take the key over from another resident already using the green but you must still sign for the key after agreeing this with the other person.

Please respect other people who are playing on the 'green' and wait until they have finished their game or until a 'rink' is free before walking on the green. There is no smoking and no food or drink allowed on the 'green' and flat soled shoes must be worn.

Any personal Bowls left in the SVR hut are the responsibility of the owner and no responsibility will be accepted for loss or damage by SVHA.

Services cont

Gym

The gym (two separate rooms) is located in the attic of Whitefoord House and the keys are held in the office. The gym must not be used after 8pm as it can cause a noise nuisance to other residents. The Gym is open from 10am.

SVR will not be held liable for any injuries or loss of any kind

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 "Welcome Packs" to all occupants

Issuing regular newsletters

Constantly updating our website

Having copies of SVR policies available from each residence office

Having regular residents' meetings

Displaying all information on residence notice boards

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 comments box in reception or the talking wall. All comments will be considered and we will respond to you in person or in writing (unless the comment is anonymous).

Parking Private Vehicles and Visitor Parking

There is very limited parking at Whitefoord House. If you own a car and it is parked on SVR property it is done so at your own risk and no liability is accepted by SVR for loss or damage.

Residents can only park in the rear car park. There are limited spaces and permits must be applied for via reception

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 term for this is antisocial 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 Support Warden who will make the initial investigation and log your complaint if appropriate and mediate between parties to resolve the problem. If necessary they will call the duty manager or the police. Where there has clearly 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.

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 SVHA provides. The consultation process is through residents’ meetings. These are held regularly, we would encourage you to attend as your views are important to us and are not only to look at day to day issues but also to look at SVHA issues, policies and procedures. We hope to promote good working relations with all our residents. You will be encouraged to attend as your views are important to us.

Residents’ Meetings

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

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 look at different areas that may come under review regarding life at Whitefoord House.

How to Report a Repair

Call in to reception at anytime. At weekends, report any repairs to the concierge.

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 a member of staff will call to check the nature of the repair and decide if it is necessary to instruct a contractor to complete the repair and what category it falls into.

In case of emergency and urgent repairs we will instruct contractors by phone and follow up any timing's 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 Repair 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.

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			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 the Receptionist/Concierge. **11**

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 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 surfaces will be made good by the Organisation.

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 and the Association will, if in agreement ensure this work is completed.

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

Medical Adaptions

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. Adaptations are normally fitted by the council after assessment by social services or an occupational therapist who will make an application on your behalf.

If you would like to have an adaptation undertaken at your own expense please apply through the reception office and the organisation will arrange for a contractor to complete 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 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.

Please make sure you lock your room when you are out.

Report any suspicious people to the duty to Reception Staff.

Security in the Home

Fire Safety

Whitefoord House 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 Receptionist/Concierge 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 that this is done every Friday at 11am. 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 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 smoking areas provided outside of the building. 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 8am—8pm Monday to Sunday. Iron and ironing boards that you may book are available from the reception.

Room Cleaning

It is your responsibility to keep your room clean and tidy. There is a vacuum cleaner available that you may book out from the reception. Please return the vacuum cleaner after use.

Please keep the communal areas 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 Support Team when electrical items which are not tested are brought into the Residence. Brand new items do not need to be PAT tested.

Cooking Appliances in bedrooms

Safety Bolt Testing

Rents set by SVR & Edinburgh City Council

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

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**

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

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 & 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 8.00 am to 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 Income Support, Job Seekers 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 on your behalf as soon as possible after your arrival as any delay may mean loss of this benefit and result 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 Admin Assistant/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 the SVR policy on rent arrears

Complaints

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!

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.

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.

We will tell you how to do this when we send you our final decision.

Care Commission
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone: 0345 600 9527

Useful Information

Chief Executive

Contact Details

Scottish Veterans Housing Association
Limited
53 Canongate
Edinburgh
EH8 8BS
Telephone: 0131-5560091

Care Inspectorate

Contact

Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone: 0345 600 9527

Edinburgh City Council

Social Care Direct
South Neighbourhood Office
40 Captain's Road, Edinburgh
EH17 8QF
Tel: 0131 200 2324
Email: socialcaredirect@edinburgh.gov.uk

Edinburgh Advocacy and Representation Service

EARS Advocacy Service
525 Ferry Road
Edinburgh
EH5 2EE
Tel: 0131 478 8866
Email: info@ears-advocacy.org.uk

Local Health Services

St. Leonards Medical Centre
0131 668 4547

MacKenzie Medical Centre
0131 667 2955

The Royal Mile Pharmacy
0131 556 1971

Local Dental Practice
0131 667 7114

Access Point
0131 529 7438

Other Useful Numbers

The Advice Shop 0131 225 1255

Housing Advice 0131 529 7368

The City of Edinburgh Council 0131 200 2000

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: 0131 557 1697

Email: edinburgh@ssafa.org.uk

7-9 George IV Bridge, Edinburgh, EH1 1EG

Telephone 0131 242 8020

Email

centrallibrary.lending@edinburgh.gov.uk

Opening hours Mon, Tue, Wed: 10am-8pm.

Thu, Fri, Sat: 10am-5pm

Book groups First Thursday of every month at 6pm. Please contact gail.mcinally@edinburgh.gov.uk (tel 0131 242 8060) for more details.

The number 35 bus service runs between the Canongate and Edinburgh City Centre regularly.

Veterans' Gateway is the first point of contact for veterans seeking support. Visit www.veteransgateway.org.uk or call

0808 802 1212

SSAFA Forces Help Edinburgh

Edinburgh Central Library

Bus Services

Veterans Gateway

Veterans Welfare Service

The Veterans Welfare Service is part of Veterans UK, 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:

0808 1914 218

Pastoral Care

Whitefoord House stands within the parish of Canongate, first established by King David 1 in 1128. Today the parish, which also includes the Palace of Holyroodhouse, the Scottish Parliament and Edinburgh Castle, is served by Canongate Kirk – about 200 yards up the Royal Mile from here.

Canongate Kirk is generally considered to be the military church for the City of Edinburgh. The local minister, the Revd Neil Gardner, was once an Army Chaplain himself and has close links to Whitefoord House.

He is always happy to meet with residents to chat in confidence, and to visit them at home or in hospital as required. The Manse of Canongate is almost next door to Whitefoord House and the telephone number is (0131) 556 3515.

Residents are always welcome to attend any of the regular Sunday services in Canongate Kirk – at 10:00 am and 11:15 am. The Kirk also serves as a concert venue, and every so often hosts free lunchtime concerts given by the Band of the Royal Regiment of Scotland.

Canongate Kirk is part of the Church of Scotland. Other Christian denominations are represented locally by St. Patrick's (Roman Catholic) in the Cowgate, and by Old St. Paul's (Scottish Episcopalian) in Jeffrey Street. Other faiths – Jewish, Muslim, Sikh – all have places of worship in Edinburgh.



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.

Whitefoord House staff, in particular 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 your support worker will give you. It will help us to improve our service and can be completed anonymously.

Your 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
59 Holyrood Road EH8 9AU
5 min walk 0.2 miles

Bank of Scotland
300 Lawnmarket, Edinburgh EH1 2PH
15 min walk 0.7 miles

Royal Bank of Scotland
36 St Andrew Square, Edinburgh EH2 2AD
18 min walk 0.8 miles

Barclays Bank
10-15 Princes St, Edinburgh EH2 2AN
15 min walk 0.7 miles

Post Office

Located in St Marys Street
8 min walk 0.4 miles

Places of Worship

Church of Scotland
Canongate Kirk
1 min walk 0.1 miles

Roman Catholic
St Patricks Church
Cowgate, Edinburgh EH1 1TQ
11 min walk 0.5 miles

Edinburgh Central Mosque
50 Potterow EH8 8PX
20 min walk 0.9 miles

Edinburgh Hebrew Congregation
4A Salisbury Road EH16 5AB
30 min walk 1.9 miles

SCOTTISH VETERANS HOUSING ASSOCIATION LIMITED

Whitefoord House

(Housing Support & Temporary Accommodation)

SUPPORT AGREEMENT

Please read this Support Agreement and the documents with it carefully. By signing it you are entering into a legally binding agreement setting out the terms on which we will provide you with housing support and temporary accommodation.

If you want additional copies of this Agreement, we can provide this on request. If you need a copy in large print, or in another language or in another form (such as Braille) please tell us and we will try to provide this. Additional information about Whitefoord House is also available in the welcome pack/residents handbook which you will receive.

You can get advice on the terms of this Agreement from a solicitor, a Law Centre, the Citizens Advice Bureau or a Housing Advice Centre.

Section 1: Introduction

1.1 This Agreement (referred to as “the Agreement”) is between:

The Provider: The Scottish Veterans Housing Association Limited incorporated under the Industrial and Provident Societies Act 1965 (registered number 1937R(S)), registered as a Social Landlord with the Scottish Housing Regulator under the provisions of the Housing (Scotland) Act 2001 (Registered Number 180) and being a recognised Scottish Charity (Charity Number SC012739) and having their registered office at 53 Canongate, Edinburgh EH8 8BS (referred to as “SVHA” “we” “us” or “our” in this Agreement); and

The Resident:

[insert name and current address of Resident]

.....
(referred to as “you” in this Agreement)

in respect of:

The Accommodation:

[describe accommodation]

.....

**This Agreement is for the period from:
Commencement:**

.....
(the date when your support begins and you take up temporary residence in the Accommodation, the “Commencement Date”)

to Termination:

.....
(the date when your support ends and you leave the Accommodation “the End Date”).

Our staff: Please note that as part of this Agreement you will have access to Housing Support Staff and, outside of normal working hours, a Support Warden.

Charge: You will pay:
(a) **£437.56** per week for the housing support and temporary accommodation service to be provided in terms of this Agreement (which, depending on your circumstances, may be eligible for Housing Benefit); and

(b) **£42.18** per week for utilities (i.e water, gas and electricity and management thereof) and food which payments are ineligible for Housing Benefit)

or such increased or decreased sums as specified in a notice in terms of Section 2.3 (which payments are, together, herein referred to as “the Charge”).

Additional Payments: You will be responsible, in addition to paying the Charge, for payment in respect of any extra items you require such as insuring your own personal property.

1.2 This Agreement sets out:

- The Housing Support that you can expect to receive from us (called “the Support” in this Agreement).
- Details of the Accommodation.
- The Charge for the Support and the Accommodation.

- What we can reasonably expect from you, and what you can reasonably expect from us and your allocated Keyworker.
- 1.3 SVHA offer to you and you agree to accept the Support and the Accommodation, all as set out in this Agreement. The Support will commence and you will move into the Accommodation on the Commencement Date. The Support will continue and you may continue to reside in the Accommodation until the End Date on which date your Support will end and you will be required to remove from the Accommodation. If, at the Support Review held during the month prior to the End Date, it is agreed that you still require Support, SVHA will agree with you the period for which this Agreement should continue and during which you will reside in the Accommodation and a new End Date will be agreed.
- 1.4 To receive the Support and the Accommodation, you must:-
 - 1.4.1 pay the Charge;
 - 1.4.2 accept and participate in the Support;
 - 1.4.3 reside in and abide by the rules regarding residence in the Accommodation; and
 - 1.4.4 pay any Additional Payments.
- 1.5 This Agreement will end on the End Date.

Section 2: Charge

- 2.1 You will pay the Charge weekly in advance for so long as this Agreement is in force.
- 2.2 You accept responsibility for ensuring that the Charge is paid, even if you are entitled to receive help such as Housing Benefit. We can assist you with making a claim for Housing Benefit, but you will need to (a) provide evidence in support of your claim such as proof of ID and National Insurance number, and (b) co-operate fully with us and the Local or other Authority in respect of your claim.
- 2.3 SVHA review their charges and rents on an annual basis. Accordingly, the Charge may be increased (or decreased). We will give you at least 28 days' notice in writing of any change in the Charge. The notice we give you will specify the new amount of the Charge and the date it will take effect.

Section 3: Our duties

- 3.1 Our staff will be responsible for providing you with Housing Support while this Agreement is in force.
- 3.2 You will be allocated a Keyworker who will work with you to:
 - a) Agree your support needs and develop a Support Plan;
 - b) help you and provide practical support with budgeting and with keeping you safe and well;
 - c) help you with cleaning, making and keeping appointments, writing letters and form filling, solving problems and dealing with neighbours;
 - d) keep records on your behalf and organise, review and revise your Support Plan by helping you to maintain appointments, activities or voluntary work you become involved in; and
 - e) work with you to assess risk and to make the most of opportunities in your life.
- 3.3 You will be fully involved in developing your personal Support Plan, and reviewing that Plan.
- 3.4 Subject to safe systems of work, and any lone working criteria that we might decide upon, we can support you within the Accommodation and within the facilities that are adjacent.
- 3.5 Meetings will be arranged as follows:-
 - 3.5.1 an initial planning meeting which will take place between you and your Keyworker;
 - 3.5.2 a Support Review meeting which will take place, on average, once every three months or more regularly when required, with your Keyworker, you and, if you wish, a member of your family and/or a representative; and
 - 3.5.3 6 weekly Residents meetings with a member of the Management Team and the residents to which you are encouraged to attend.
 - 3.5.4 You may request an additional Support Review at any time.
- 3.6 We may change your allocated Keyworker from time to time. We will give you as much notice as possible if we decide to do this. You may request a change of your allocated Keyworker at any time.

Section 4: Your rights

4.1 Information

We will observe best practice in accordance with our Data Protection Policy when dealing with your personal information which we retain in paper documents or on computerised files. You have the right to see the information that we hold about you so you can check for accuracy, and there will be no charge or unreasonable delays for you when exercising this right.

This right does not extend to any written information that pertains to other residents, or information of a sensitive nature that involves other persons, such as a complaint against you, because we are obliged to respect the privacy and confidentiality of all residents and in some cases will need to protect their anonymity.

4.2 Fair treatment

You can be confident that the information you give us will be used to provide you with a good level of support. This information will be shared within the support team only and treated as confidential unless you ask that we share your information with another agency.

- a) At all times you will be treated fairly and considerately by our staff, and you should not experience any form of discrimination by us or other agents within the property at Whitefoord House of which the Accommodation forms part.
- b) While you receive our support you should not feel harassed or discriminated against but if this occurs you can complain.

4.3 Consultation

At all times you have the right to be fully consulted about the Support that we provide you with and about any changes that we may propose.

4.4 Complaints

You can exercise your right to complain by following our Complaints Procedure which forms Annexe 1 to this Agreement

4.5 Advocacy representation

You have the right to representation, and can use an independent advocate or advisor in your dealings with us. If you require, we can assist you to find someone suitable to fulfil that role, and with your written permission we will speak to your representative.

Section 5: Your Responsibilities

- 5.1 You must pay the Charge as set out in section 2 above.
- 5.2 You must inform us if any aspect of your financial circumstances changes or is likely to interfere with your ability to continue paying the Charge.
- 5.3 You must meet with your Keyworker to:
- a) discuss your support needs and coordinate your support on a regular basis;
 - b) plan for support and attend activities and appointments which were agreed beforehand;
 - c) agree how you will attain your goals and assess the outcomes that were achieved;
 - d) participate in individual meetings as specified in Section 3.5.
 - e) attend personal interviews and appointments, both in house and externally, as they occur.
- 5.4 You have been offered the Support and we have entered this Agreement on the basis that you have agreed that you require Housing Support and as a result of the information which you have provided to us which, by signing this Agreement, you are confirming is true and accurate in all respects. Accordingly, to receive the Support you must reside in the Accommodation. If your circumstances change or you no longer require this Support you should discuss this with us.
- 5.5 While receiving the Support and residing in the Accommodation, you must abide by the Accommodation Rules. These are set out in Annexe 2.
- 5.6 By signing this Agreement you acknowledge receipt of a copy of and agree to abide by the General Conduct Guide set out in Annexe 3.

Section 6: Leaving Whitefoord House and Ending this Agreement

- 6.1 If you no longer require the Support and, as a result, the Accommodation you may end this Agreement by giving us notice of termination. In this instance we will take reasonable steps to help you find suitable alternative accommodation.

NB It is helpful if you can give us as much advance notice of your future intentions that you can so we can help you to plan your next move.

- 6.2 Unless otherwise ended in terms of this Section, this Agreement will come to an end on the End Date. This is the date specified in Section 1.1 of this

Agreement or the date substituted by agreement as set out in Section 1.3 above. You will require to leave the Accommodation on this date.

- 6.3.1 We can bring this Agreement to an end with **immediate effect** if (a) your conduct within the establishment is dangerous, abusive, exploitative or violent towards our staff, contractors and other workers, other residents or their or other visitors or our neighbours; and/or (b) we find that the information which you have given to us when applying for the Accommodation is untrue or inaccurate in a material respect. The Manager or, in his absence, his depute will give you notice in writing that this Agreement is being ended and that you must leave the Accommodation with immediate effect.
- 6.3.2 We will only take this action as a last resort in extreme circumstances or after giving you fair warning of any behaviour that causes or is likely to cause serious nuisance or annoyance to our staff, contractors and other workers, other residents or their or other visitors, or our neighbours.
- 6.4 Should either party be in breach of their obligations as set out in this Agreement, and there is a failure to remedy that breach after receiving notice of the breach from the other party, then either you or we can end this Agreement by giving the other party 14 days' notice in writing. You will be in breach of your obligations in terms of this Agreement if you do not abide by the terms of this Agreement including (but not limited to);-
- a) refusing to engage with staff in connection with your agreed support plan;
 - b) you no longer attempting to meet the objectives agreed in your support plan; and/or
 - c) you breaching the Accommodation Rules set out in Annexe 2.
- 6.5 Should you be in breach of this Agreement, including but not limited to breach of the Accommodation Rules, we may take legal action against you to recover any sums which you owe us and/or to evict you from the Accommodation.

Section 7: General

- 7.1 Our address for the serving of notices is the address given in Section 1 of this Agreement or any other address provided to you for this purpose.
- 7.2 Any notice or any other communication arising from this Agreement will be validly served on you if posted or delivered to the Accommodation or fixed to the main door of the Accommodation whether or not you are still living there.
- 7.3 You do not have the right to buy the Accommodation.
- 7.4 Where you are required to obtain our permission for anything, you must

make your request in writing. We will not refuse a request unreasonably. If we refuse permission however, we will tell you what the reason is. We will give you our decision in writing as soon as possible. If you object to our decision, you can appeal using our complaints procedure as set out in Annexe 1.

- 7.5 With the exception of any changes in the Charge, or as a result of changes in the law, this Agreement can only be changed by the agreement in writing of both you and us.
- 7.6 If any part of this Agreement is held to be invalid for any reason, the remainder of this Agreement will remain in force.
- 7.7 This Agreement (together with the annexations) contains all of the terms under which we have agreed to provide you with the Support and the Accommodation. Other documents that we provide to you, such as the Support Plan will not change the terms of this Agreement unless you and we agree in writing.

To be signed by you and us

Both parties accept that the terms set out in this Agreement and the annexations are legally binding, and by signing agree to abide to those terms in full. IN WITNESS WHEREOF this Agreement consisting of this and the [] preceding pages is together with Annexe 1, Annexe 2 and Annex 3, signed as shown below:-

Witness
Name	Name of Resident
Address
.....	Place of signing
.....
.....	Date of signing

Witness

.....

Manager
Scottish Veterans Housing Association
Limited

Name

.....

Address

Place of signing

.....

.....

.....

Date of signing

The Residents nominated Keyworker is [
he/she is aware of the terms of this Agreement.

]who, by signing is acknowledging

.....
Name

.....
Date

ANNEXE 3

General Conduct

1 Accessibility.

- 1.1 Tenants and Residents are encouraged to exercise their right to contact any of the management team, should they so wish, to discuss any matter pertinent to their tenancy, support and occupancy agreements. Residents should make an appointment with the appropriate service Manager and a mutually suitable date and time will be set.
- 1.2 A Residents Meeting will be convened every month, to enable residents to discuss any matter of concern/interest as well as giving management the opportunity to keep residents appraised on SVHA work. Minutes will be kept and these will be presented to the Residence Committee at the subsequent meeting and also displayed on the Residents' notice board.
- 1.3 Notwithstanding the above, Residents are encouraged to bring to the Manager's attention any matter causing concern, at any time
- 1.4 Suggestions to improve the facilities or service are welcome and should be discussed with the Manager (or raised at the Residents' Meeting).
- 1.5 The office telephone and warden/concierge call system are manned on a 24 hour per day basis. The Manager or his Deputy should normally be contacted Mon-Fri during working hours.

2 Expectations on Conduct.

- 2.1 When living in Supported Accommodation it is essential that a structured, responsible and mutually supportive environment is established and maintained to ensure the safety, security and wellbeing of all residents. In accepting this, it is equally recognised that remedial action be considered and applied fairly and equitably. Within the limitation of his delegated powers and subject to such advice as may be appropriate, the Manager has the authority to deal with any cause for concern directly and adversely affecting the safe and harmonious aspects of life within the establishment.
- 2.2 All members of the staff team, whether registered as social services workers or not, are required at all times to act in a professional manner and adhere to the Codes of Practice, which means they will treat every resident with courtesy and respect. Copies of the Codes of Practice are available for residents on request.
- 2.3 It is important to note that the rules and guidance set out in this Resident's Code of Conduct are not exhaustive or exclusive but are indicative of the types of misconduct which will normally result in eviction proceedings or other action.

3 Types of Misconduct

The following are indicative of the types of misconduct, which may result in eviction:

- a. Theft of property belonging to the Association or another resident.
- b. Malicious damage to property.

- c. Physical assault on, or abusive or threatening behaviour towards any resident, member of staff or other person.
- d. The particulars given by you in your Application Form are found to be false in any material way.
- e. You fail to pay your weekly rent regularly in advance (unless the Manager is satisfied with the reason for non-payment). See the Rent Arrears Policy, a copy of which is available for your perusal in the Manager's office.
- f. You fail to meet your obligations under your Occupancy Agreement.
- g. You are consistently not engaging with the Support that is offered.

4 The Manager's Authority.

4.1 The Committee of Management of the Association has vested the Manager with the authority to deal with any aspect directly affecting the safety and harmony of residents in the Supported Accommodation.

5 Right of Appeal

5.1 Any resident being the subject of a complaint has the right of appeal as specified in their Occupancy Agreement.

6 Oral or Written Warning

6.1 Where a resident's conduct is such as to warrant remedial action, the Manager shall give a warning to the resident. This may be done orally or in writing depending on the circumstances. In either event the resident should be left in no doubt about the reasons and grounds for the warning, and be advised of the potential consequences of repetition. A record of warning(s) is to be kept and the resident so informed. A further omission or commission of a similar act or subsequent but different offence may result either in a further warning, which may be the final warning or eviction.

7 Final Warning

7.1 A final warning must be given in writing signed by the Manager. A written warning must clearly state that any further infringement will result in eviction.