

Your Guide to Living in a Belong Apartment



Your life, your pace, your way.

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Welcome to Belong

Dear Customer

Thank you for choosing to live in this Belong community. We believe we deliver unrivalled support and quality of life for our customers, and we hope you will soon come to think so too.

To help you settle in, we have put together this guide, containing practical information about day-to-day life in our villages. We've included everything we could think of. However, if it does leave any questions unanswered, then please do not hesitate to ask any member of the Belong team and we will come back to you immediately. We hope you will enjoy living in your new home and we look forward to helping you make the most of life with us.

Martin Rix - Chief Executive

About Belong

The registered address of Belong Limited is:

Pepper House, Market Street
Nantwich, Cheshire CW5 5DQ

Telephone: 01270 610666 | Email: enquiries@belong.org.uk | Website: www.belong.org.uk

The organisation is operated on a not-for-profit basis and has charitable status. All surpluses generated are reinvested back into the organisation. The Board includes both Non-Executive and Executive members with a wide-ranging background of experience in business and care ensure that the organisation adheres to its aims and to its commitment to our customers.

Our award-winning villages are 'built for purpose' and provide a village-style community for people who live, work or visit. Each village provides a mix of accommodation within independent living apartments or private en-suite bedrooms that are located within open-plan households. We also offer use of a guest room for visitors. Details of all of our villages can be found in the appendix section at the back of this guide.

Our Belong at Home service provides support to you in your apartment or people in the wider community.

Belong customer commitments

Our customer commitments sum up the experience of a Belong village from the customer's perspective and how it should feel if we are achieving our vision of supporting older people to live their own lives in vibrant village communities.

Belonging to a vibrant community

A sense of belonging is fundamental to what Belong is about. We want our customers to feel at home - with everything that the word 'home' signifies - security, contentment and fulfilment. We promote a fun, vibrant and spontaneous environment where older people can feel part of something special.

Enjoying a home for life

We support people as their needs change, whether living independently in a Belong apartment or their own home, or in need of continuous care in a Belong household. Our skilled staff teams and nurses provide expert support, including high-quality palliative care if needed.

Living an active lifestyle

Belong villages offer richness of experience and wellbeing. We promote a vibrant programme of activities, with opportunities for interaction with animals, children and the outdoors. Our personalized exercise programmes use techniques which have been proven to maximize strength, balance and mobility.

Offering choices and independence

Our aim is to facilitate continued independence, dignity and the ability to live out personal preferences and goals. We agree boundaries with our customers and their families when risks are involved in maintaining freedoms, and offer as much choice as is practicable over how people live.

Nurturing relationships

Belong villages are designed to promote interaction through their facilities and open-plan layouts. We welcome family and visitors and have links with a wide range of community groups, promoting fulfilment through positive relationships.

Gaining peace of mind

Moving to Belong is designed to bring with it the sense of security that enables people to grow in confidence, while providing reassurance to relatives that their loved ones' best interests are at the heart of everything we do.

Village facilities

Reception

Our reception team are available during the day, including weekends. Please ask a member of staff to confirm the times for your location.

There is a noticeboard in reception which displays details of special events taking place in the village.

Our reception and administration teams offer a 'cashless card' for customers in the village to use in the bistro, hair salon, the Venue bar and for pre-paid activities. The card is funded via a direct debit for your convenience. Please see reception for more information.

The Bistro

At the heart of every Belong village is a licensed bistro. These family-friendly cafés serve exceptional value food and snacks at all times of the day. Our bistros act as relaxed and informal social hubs where residents, visitors and members of the local community can pop in to eat, drink and spend time with family and friends.

Hot and cold meals are freshly prepared on the premises of each bistro and all staff are trained to cater to the individual needs of Belong residents. With a wide range of drinks and daily specials there'll be something to tempt you every time you visit.

Our bistros are open from 8am every day. Takeaway service is available and many villages hold regular theme nights. To book a table or to order in advance, to eat in or take away, please contact reception.

A discount is available for apartment customers.

The Salon

Every Belong village contains a fully fitted hairdressers and barbershop, with some villages also offering a wide range of beauty treatments. Our friendly team of professionals are on hand to offer a full range of services for residents and visitors.

For further information on the treatments provided, prices and details of special offers, please refer to the appendix section at the back of this guide. Alternatively, you can speak to a member of staff or contact reception to book an appointment.

A discount is available for apartment customers.

Therapy Room

Therapy rooms are available at most Belong villages for visiting clinicians and therapists, enabling residents to have their needs seen to within the community and enjoy complete continuity of care.

We also offer a range of complementary therapies to improve your health and wellbeing in natural, non-invasive ways.

The Studio

All Belong village members have access to a gym specially equipped to meet the exercise and activity needs of older people. A qualified fitness instructor, experienced in working with older people, helps develop personalised training programmes to improve mobility and wellbeing. Scope also exists for Belong staff to support rehabilitation programmes, helping restore confidence and independence to residents wherever possible.

The Venue

No Belong village would be complete without The Venue, a multi-purpose room used by residents for social gatherings and events. The Venue is fully equipped with audio-visual and sound equipment and a licensed bar.

Completely adaptable to meet your needs, The Venue offers Belong residents a programme of film screenings, arts and crafts events and much more. These events are also open to members of the public, with details advertised in the What's On guide in each local village. By opening our facilities to the wider community, we offer residents the opportunity to engage with people of all different ages.

The Venue is also available to hire, please speak to a member of the reception team if you require more information.

Internet café

The internet café provides you with the opportunity of linking up with the world-wide web free of charge. We will provide help and support, and your own e-mail address so that you can speak to your family and friends, whichever corner of the world they live in. The village also has free wireless 'hot spots' that you may wish to use.

Wi-Fi internet

Wi-Fi Internet is available throughout the village, which you can use to connect your computers, laptops, tablets and TVs. Please ask at reception for the Wi-Fi password for your village.

Newspapers

We can arrange for newspapers and magazines of your choice to be delivered from the local newsagents and the cost of this will be charged to you on a weekly basis (note, service may not be available at all locations). Please speak to reception for more information.

There is always a daily newspaper to view in The Bistro.

Religious services and cultural activities

Links are established with a number of local churches, religious groups, Synagogues, Rabbis and church representatives will be invited to visit regularly.

All religious denominations will be recognised and we will assist you in maintaining contact. Please see the 'What's on' newsletter for details on church services.

At Belong Morris Feinmann, The Bistro and The Venue will be available for Shabbat services and Seder nights. The Morris Feinmann Chaplain, Rabbi Perez, together with continued input from Morris Feinmann Homes Trust, work together to create a strong Jewish ethos and a vibrant programme of Jewish cultural activities will be maintained.

Guest Suite

Overnight en-suite accommodation is available for family and friends (subject to availability). Local charges apply.

Consultation rooms and lounges

These rooms are made available for private meetings with visiting guests as and when required. Please speak to a member of the reception team to make a booking.

Gardens

If you wish to access the secure private garden area, please contact reception as you may need a fob for access through the gate. Please also ensure that the gate is closed behind you.

Mail

Personal mail will be delivered to your apartment by Royal Mail. Reception will provide the postman with a fob on a visit by visit basis. If you are expecting a parcel you will need to use your internal system to let them in. This is your personal responsibility.

Housekeeping

The housekeeping team will remove rubbish from outside your apartment every morning. If you require any domestic or laundry services please speak to a member of the reception team.

Laundry

We provide a laundry and ironing service; please ask at reception for further details.

**Please note, facilities and/or services are subject to change and may not be available at your chosen village. Charges may also apply. Please speak to a member of the reception team for details.*

Your Wellbeing

Belong is committed to improving the wellbeing of customers through a range of meaningful initiatives to help with physical and mental wellbeing.

We have a great track record in achieving tremendous outcomes for individuals through exercise, art workshops, intergenerational activities and day-to-day activities. With a focus on meaningful occupation, activities are designed to provide fulfilment, social interaction and opportunities to regain lost skills or develop new ones.

Specialist Exercise

Belong's specialist exercise service delivers personalised exercise programmes for rehabilitation, independence and wellbeing. We have made exercise a fundamental part of our culture, so that it is a measurable key performance indicator, reported on at board level.

Benefits

Exercise brings a huge range of benefits for your physical and emotional wellbeing and Belong is committed to helping people stay active and independent for as long as possible.

The benefits of regular exercise include reducing the risk of falls and huge gains through everyday living through: increased muscle strength, increased flexibility, improved balance, better coordination and much more.

What we provide

Belong's fitness instructors work alongside other health professionals to design a personalised exercise programme that is tailor made to you. All exercise sessions are supervised, and our specialist instructors are qualified and experienced both in fitness and supporting older people.

Exercise programmes are regularly reviewed and updated, and correct techniques in posture, walking and safe transferring are taught and maintained.

Multi-professional

Local health professionals and organisations are very supportive of Belong's award-winning service, which was developed within the framework of existing NHS initiatives and in line with accepted health and fitness ethics.

There is an effective system of referral, consultation and communication in place, and we work closely with GPs, physiotherapists and others, to develop a programme of exercise that is personalised to individual customers and appropriate to their health and fitness level.

Specialist gym equipment

We use specialist gym equipment for older people, including hi-tech SilverFit equipment. This includes large mobile screens, viewed by residents while participating in exercise. The gyms also include virtual reality games to help give individuals targeted support to stimulate brain function, with different patterns for people living with dementia, Parkinson's or recovering from a stroke.

To find out how our exercise service could help you, speak to a member of the team or your village's fitness instructor, to arrange an assessment.

Where the Arts Belong

Belong is a partner Bluecoat, collaborating with Liverpool's centre for the contemporary arts on a range of projects to provide artist-led activities for Belong customers and promote wellbeing through creativity.

Artist 'residencies'

As part of the collaboration, named 'Where the Arts Belong', Bluecoat commissioned six critically acclaimed artists, with many years of nationally recognised practice between them, to work in 'residency' at our village in Crewe. Here, they engaged residents, family members and support teams in a bespoke six-month art programme, boasting over 70 different workshops ranging from storytelling and sculpture to music and dance.

Evaluation showed that these initiatives improved the lives of the individuals involved, especially those living with dementia. Early results included high participation, enhanced cognitive capacity, improved mood and an increased sense of community amongst previously isolated individuals.

As the first stage in a three-year research project, the learnings from these artist residencies have been adopted to inform arts provision across Belong villages, as well as informing the ongoing roll-out of the Bluecoat research project.

Adapting to the context of the Covid-19 pandemic, this has included the provision of collaborations with artists via video call technology and taken the project out to Belong's home care customers, tackling isolation in the wider community.

We Belong Together

The latest collaboration with Bluecoat extends the provision of arts to tenants of Belong's independent living apartments. In the 'We Belong Together' project, artists are leading regular virtual art sessions for small cohorts of apartment tenants, with the initiative also serving to help tackle isolation by providing a vehicle for wellbeing and social interaction within the tenants' support bubbles.

Customers are being trained in storytelling and sound recording to create a radio programme by artists Alan Dunn and Roger Hill. Inspired by Wigan comedian Ted Ray and his 'Ray's a Laugh' radio show, participants will create sounds using their voice and objects from the home, such as telling jokes and rattling keys, and play them down the telephone as part of a live 'concert'.

Meaningful occupation

People make a community; given the right environment, they thrive and blossom. That's why, at Belong villages, we actively encourage residents, family, friends, colleagues and visitors from the local community, to combine and create a vibrant neighbourhood that's beneficial to everyone.

Like any other close community, Belong villages generate a nurturing atmosphere which permeates all aspects of village life.

A broader view

Village facilities are available to visitors and members of the community. The village bistro, for example, creates a vibrant hub where residents meet and mix with local people. This intertwining with the wider community enhances and underlines Belong's commitment to providing the same richness of experiences residents have known throughout their lives (since March 2020, this has been assessed in line with national guidance on covid-safe practice).

Bringing the outside in

Residents and employees regularly organise events and functions which entertain, engage and enrich. Cinema evenings, dance classes, lectures, Christmas markets and more – they all take place at Belong.

Just like any other family, we celebrate birthdays, anniversaries and other special times. We encourage residents, if they wish, to get involved in everything from craft sessions making greetings cards, to helping decide on and organise events.

Although the covid pandemic has restricted access to villages, we have continued to keep customers meaningfully occupied through exercise sessions, afternoon tea sessions, breakfast clubs, cheese and wine evenings, indoor bowls, arts and craft sessions and more. We also host events in The Venue, linking up with entertainers through Zoom and Facebook portals.

Intergenerational activity

Belong is committed to connecting people of all ages to enable meaningful interactions and relationships, which reduce loneliness and bring joy to people's lives.

Actively seeking to create opportunities for people to engage with children and young people, Belong has adopted a holistic approach to integrating generations within the Belong environment, including connecting with nature and the outdoors.

From internal and external play areas, through highchairs and baby changing facilities, to a range of partnerships with schools, colleges, nurseries, scouts and brownies, Belong positively encourages formal and informal opportunities for children and grandchildren to be part of life in its villages.

It is these relationships that help provide the young and old alike with the positivity, social interaction and meaningful experiences that make life a joyful experience.

A partnership between Belong and Ready Generations

Belong is working with the charity, Ready Generations, to change the lives of children, families and older people by promoting the power of intergenerational relationships and creating experiences that help generations to understand each other better and enjoy being connected.

With a focus on the relational nature of human life, both organisations are committed to supporting individuals, of all ages, to benefit from interacting, learning and connecting together.

Working together, our aim is to create authentic intergenerational communities, with permanent on-site nursery provision for children integrated within Belong villages.

The intergenerational, community-centred approach is designed to:

- enhance individual and community capabilities, reduce loneliness and support mental health and wellbeing
- support learning and development of children and older people
- create healthier places to live and work
- bring together people of all ages to foster and strengthen human relationships.

The Nursery in Belong Chester

The Nursery at Belong Chester, the village's 25-place intergenerational nursery, featuring a secure sensory nature and play garden, will provide a high-quality care and learning environment for children from birth to five years, designed to offer shared learning experiences and opportunities for children, families and older people.

Village Life and Social Activities

We want you to spend your time doing the things that you most want to do; we want to help you to be involved socially in as much or as little as you wish and for you to be as active or relaxed as you would like to be.

Programme of activities

We have an experience coordinator, who will be introduced to you when you move in and let you know about the current programme of activities. There is a 'What's On' village newsletter that is circulated to all customers to keep you informed of events.

Our activities programme is very flexible, offering opportunities for our customers living in the village and in the local community to get together, make friends and spend time doing the things they would like to do.

We value your feedback

We value feedback from our customers on current activities, ideas for new ones, and are always looking for volunteers to help run particular activities and to help promote them in the village and the local community.

Volunteers

We are always recruiting volunteers from the community to support Belong villages in creating ever more vibrant communities.

Please ask at reception or visit our website if you would like more information on volunteering with Belong.

Celebrations

Various special occasions throughout the year will be celebrated and we have regular tea dances, movies and pub nights.

Of course, as in life, many things happen spontaneously and we are always looking for opportunities to have fun!

Admiral Nurse Service

Belong offers a free Admiral Nurse service to all Belong customers and their family members and carers. Admiral Nurses are mental health nurses specialising in dementia care. They provide individualised support for family members, carers and people who have been medically diagnosed with any form of dementia. This includes Alzheimer's disease, vascular dementia, Lewy Body dementia and frontotemporal dementia.

Services offered by the Admiral Nurse include:

- Skilled, person-centred assessments of the needs of family carers and Belong customers with dementia.
- Provision of a range of therapeutic approaches designed to promote emotional well-being.
- Helping family carers and customers newly diagnosed with dementia to come to terms with their diagnosis.
- Helping family carers to develop and improve skills in care-giving, and to promote best practice.
- Providing customers, carers and family members with an appropriate amount of relevant information that can be easily understood.
- Liaison with other professionals and organisations to ensure that families receive co-ordinated support.
- Providing dementia cafés to help carers to meet each other and provide a safe haven to access advice and support in the community.

Established as a result of the experiences of family carers, Admiral Nurses are named after Joseph Levy who had vascular dementia and was known as Admiral Joe because of his keen interest in sailing.

Dementia UK works in partnership with NHS providers and commissioners, social care authorities and voluntary sector organisations, and is responsible for upholding the standards of Admiral Nurses nationwide; it provides support to Belong's Admiral Nurses in the villages.

Belong's Admiral Nurses

Caroline Clifton - Mental health nurse, Caroline Clifton, was recruited as Belong's first Admiral Nurse following a new partnership with Dementia UK, designed to further enhance the organisation's expertise and resources in this area.

Bridget Lawler - Bridget qualified as a Registered General Nurse and Midwife in 1979 and has a Diploma in Community Nursing Science and a Degree in Nursing Administration and Nursing Education. She has worked in various areas of nursing such as medical and surgical units, primary health care and contraceptive services.

Please speak to a member of the team if you would like more information or to make a referral.

Your Apartment

Emergency call points

Each apartment is equipped with an emergency call point; these are located as detailed in the table below:

	Hallway	Lounge	Bedroom	Shower room
Belong Atherton		●		Pull cord
Belong Chester		●	●	Pull cord
Belong Crewe		●		Pull cord
Belong Macclesfield	●			Pull cord
Belong Morris Feinmann		●	●	Pull cord
Belong Newcastle-under-Lyme		●	●	Pull cord
Belong Warrington	●	●	●	Pull cord
Belong Wigan	●			

Emergency pendants

Tenants are supplied with one emergency pendant which is a wireless call button. Details of where these are operational are shown in the table below:

	Operational throughout the village	Operational in individual apartments only
Belong Atherton		●
Belong Chester	●	
Belong Crewe		●
Belong Macclesfield		●
Belong Morris Feinmann	●	
Belong Newcastle-under-Lyme	●	
Belong Warrington	●	
Belong Wigan		●

Internal telephones

An internal telephone is supplied in each apartment (except Belong Chester) and can be used to call the village reception or other apartments within the building.

We provide internet, WiFi and telephone services as part of your service charge, however if you wish to choose a different provider and pay to receive a different service you are free to do so.

Talk back facility

The internal telephone can also be used to 'talk back' to someone from your apartment should the emergency button within your apartment be pressed. The 'talk back' automatically activates the loudspeaker in the telephone and is designed to reassure the person calling for assistance that a member of the village team is on their way. The table below shows where your 'talk back' facility is provided from:

	Via internal telephone	Via call point
Belong Atherton		●
Belong Chester		●
Belong Crewe		●
Belong Macclesfield		●
Belong Morris Feinmann		●
Belong Newcastle-under-Lyme		●
Belong Warrington	●	
Belong Wigan		●

This information is subject to change and we will endeavour to notify you should this happen.

Televisions

A television point is provided within your room which provides for connection to a television aerial, satellite, DAB and FM: TV subscriptions, such as SkyTV etc. should be arranged between you and the provider directly.

Your Support Plan

This document will ensure that we have the appropriate information to understand your needs and respond to you in an emergency. This will also help you to acquire housing benefit if applicable. A member of our Belong team will go through this with you and go through the different services that are available in the village and detailed charges.

We need to complete this individual assessment so that we can understand your needs and respond to you in an emergency. This will also help you to acquire housing benefit if applicable. A member of our Belong team will go through this with you and go through the different services that are available in the village and detailed charges.

Belong at Home

When you move in, we will discuss your requirements for any personal support. Belong has a registered domiciliary service: Belong at Home, and our Belong at Home team offer care and companionship to people in their own home, whether living in a Belong apartment or the wider community.

If you are interested in this service at any time, please contact reception and we will arrange for our Belong at Home Manager to discuss this with you.

Your Safety and Security

Village security

The external areas of the village are monitored by CCTV and all external doors are locked in the evening.

An automated entry system controls access and the reception area will be staffed during most times of the day.

Apartment security

You will be supplied with two keys/fobs to your apartment. Our emergency response document, included in the appendix section at the back of this guide, outlines our policy and has a tear-off section for you to give your authorisation for a key to be kept in our office in the case of an emergency. Belong at Home customers will have an individual agreement as part of their contract about staff access to your home, and a detailed plan of how security will be maintained. We can arrange to store a key for you securely if you choose. You will be asked to sign our key safe policy and can arrange this through Reception or the Belong at Home team.

You will be provided with two access fobs. This will give you access through the car park and front and rear entrances outside of reception hours. The fob is programmed specifically to your name on the system. If you lose the fob please inform reception who will deactivate this immediately to maintain security.

Car park

The car park gate is on an automatic setting to close in the evening. After this time all visitors will require an access fob to open the gates.

To exit the car park simply drive the car to the car park gate and it will open.

In the case of the electrics for the gate not working, the shift leader on duty knows how to switch the gate to manual.

Belong Chester has electric vehicle charging access points on site.

Door entry system

There is a door entry phone in your hallway. At the front entrance, car park entrance and outside the gate, there are access panels with a button for each apartment and one for the village reception. If someone wishes to visit you outside of reception hours they will need to press the relevant apartment number.

You will then be able to view the visitor on the screen on your door entry system and press the key to allow them into the village.

Smoking

The Belong village is a non-smoking environment. It is not permitted for you, or any visitor to your apartment, to smoke anywhere in the apartments building or within the common parts or within the block of the village. Smoking is only permitted in designated external areas.

Please check with the General Manager if you are unsure where the designated external smoking areas are located.

The smoking policy is in place to ensure the safety of everyone living and working in the village and any breaches to this policy will result in your tenancy agreement being terminated.

Alarm system and sensors

Each Belong apartment is fitted with an alarm system which is designed to help people live independently in supported communities.

Your Belong apartment is fitted as standard with the main call unit, plus a pull cord alarm. Operation instructions are available on request.

Pushing the call button will notify staff that you require assistance. There are various enhancements available for an additional charge. Examples of these are detailed below (please check at your specific location, which are available):

- Property protection
- Flood, gas, heat or smoke sensor
- Intruder alert
- Personal security
- Fall sensor or inactivity movement sensor
- Inactivity door contacts
- Automatic light guidance
- Automatic reminders
- Medication reminders
- Wellness checks
- Pendant check
- CCTV

Fire procedures

The village has fire detection equipment, a range of fire extinguishers and fire evacuation signage. Fire alarms and emergency lighting are checked on a weekly or monthly basis and extinguishers are serviced annually. All apartment doors are fitted with fire door closers. The fire doors are a 60 minute fire door which means that, in the event of a fire, if it is not in your apartment you will be safe to remain in your room and there is no need to leave your apartment.

We will, as part of our health and safety processes, carry out a weekly fire alarm test. There is no need for you to leave your apartment during a fire alarm test. The reception team will notify you when a fire alarm test is going to be carried out.

Emergency procedures

Belong villages have a contingency plan, offering guidance to be followed in the event of an emergency.

The plan covers areas such as loss of mains services, failure of equipment, storm damage, etc.

General safety

Whilst every effort is taken to ensure your safety, please report any concerns to a member of staff.

Nuisance

To ensure your safety we must ensure that you comply with the section of the tenancy agreement entitled 'Nuisance'.

This means that you should 'not do anything within the apartment block or within the village which may be or become a nuisance annoyance or disturbance or inconvenience to the Landlord or to the Tenants or occupiers of other parts of the Block or of the Home and not to obstruct or permit any items to be placed or stored in common parts'.

Also 'not to do or permit to be done whether by himself or his family servants agents or visitors any act to the damage of annoyance of the landlord or of the tenants of the landlord or of the occupiers of any part of the block or any adjoining neighbouring premises or of the neighbourhood or any illegal or immoral act.

Everyone living and working within a Belong village deserves and should expect to be treated with dignity and respect and there may be repercussions to the terms of our agreement if a breach of these conditions should occur.

Emergency Response for Belong Apartments

Introduction

Residents of Belong apartments are entitled to receive a 24-hour response from the central village team in an emergency situation as agreed within their lease agreement. This guidance aims to provide clarification about what is defined as an emergency and how the response will be organised.

What is an emergency?

What IS an emergency?	What is NOT an Emergency
Sudden ill health - a medical emergency	A cup of tea
A fall	Support to access the toilet
An intruder / burglary	A meal delivery service from the Bistro
Failure of utility / power services	Ordering and arrangement of prescriptions

This list is not exhaustive and merely provides examples.

How to summon help in an emergency

Property emergencies

Call reception, giving your name and apartment number and details of your emergency situation. A member of the Belong team will organise for one of our specified contractors to deal with your emergency.

Health-related emergencies

Each apartment is equipped with an emergency call point. There is also a neck pendant supplied for this system and we would recommend that this is worn on those people who are at risk of falls or who experience problems with mobility.

To seek urgent help;

- **Push** the emergency button *or*
- **Push** the button on the neck pendant *or*
- **Pull** the red cord in the bathroom (if in situ)

What response can you expect?

The emergency call will activate a nominated member of staff's handset and the reception desk. A member of the village team will respond in the first instance to assess the situation, as soon as we are able, usually within 15 minutes of receiving the call.

Key access may be required to gain entry to the property but this is at the resident's discretion.

The visiting team member will assess the situation, and if necessary will call 999 for an ambulance. If the emergency services are not required in a medical situation the team member will support the person to call the GP.

We will contact one of the named contact numbers as requested by the apartment resident.

Individuals will have the opportunity to provide as many contact numbers as required; it is their responsibility to update this information with the management team as required.

Belong will be responsible for reviewing the 24-hour response service annually.

Ongoing support

Neither the landlord nor the manager can accept responsibility for medical or other care of the apartment resident and he/she agrees that they will at their own expense make his/her own arrangements for all such attention and care as may be necessary.

The Belong at Home service can assist you in making these arrangements.

Additional facilities can be installed in to your apartment; for example: door entry/exit sensors, flood detection and emergency pull cords. We can also install facilities such as medication reminders and the ability to check that an event has taken place in the apartment e.g. if the fridge has been opened.

More information, including details of installation costs, can be obtained from the village management team.

It is the intention of the Belong village management team to help to maintain individuals' independence and to live safely within the apartment. If we feel that the health and wellbeing of an individual are at risk we will endeavour to discuss this with them and help to signpost to the services that may be available as needs change.

Community Fee

What is included?

The weekly community fee covers:

- ✓ Access to our in-house emergency nurse call system
- ✓ 24-hour emergency response from the village team
- ✓ 'Good neighbour' service from our reception and village management
- ✓ Water and heating
- ✓ Electricity (in some villages, please enquire)
- ✓ Regular window cleaning
- ✓ Contribution to future major repairs
- ✓ Refuse collection
- ✓ Heating and lights for communal areas
- ✓ Maintenance of the building
- ✓ Access to secure garden area, including a sensory garden
- ✓ Garden maintenance
- ✓ Fire equipment, alarms, smoke detectors, sprinklers and emergency lighting

What is not included?

The weekly community fee does NOT include:

- × Television license
- × Telephone installation or telephone bills
- × Satellite subscriptions
- × Council tax
- × Window cleaning more regularly if you require
- × Handyman service in your apartment
- × Meals/refreshments in the village
- × Contents insurance
- × Laundry
- × Electricity (in some villages, please enquire)
- × Use of village facilities and/or services

If you would like assistance with a claim for Housing Benefit contact the Customer Support Advisor, Margaret Buxton, on 07734 558977 or email: margaret.buxton@belong.org.uk

Repairs

Responsibility

At the beginning and end of your tenancy we will undertake a condition survey of the apartment.

You will be responsible for interior repairs and maintenance, with some restrictions as regards plumbing and electrical systems. At the end of the tenancy you will be responsible for the costs of putting the apartment back to its original condition.

All external repairs and maintenance will be the responsibility of the Landlord.

Reporting procedure

To report repairs tenants should contact the main reception and they will deal with the arrangements from this point onwards.

Selling your Apartment

You are not entitled to sell your apartment on the open market. Belong will buy back the property at the purchase price paid.

You must give a minimum of 4 months and a maximum of 12 months' notice, the notice to expire at the end of the calendar month. In the event of death, the capital payment will be made at the end of the calendar month following receipt of probate.

Rental notice

You need to provide one month's notice if you wish to leave your apartment, in line with the tenancy agreement.

You need to leave the apartment and hand it back to Belong repaired and decorated in accordance with the terms of the agreement.

Insurance

Belong's insurance cover will include:

- ✓ Buildings insurance, including the cost of suitable alternative accommodation for residents
- ✓ Insurance for plant-equipment, such as lift and ventilation equipment
- ✓ Employer's liability and public liability insurance
- ✓ Insurance for furniture in the communal areas

You are entitled to inspect Belong's insurance policy and see proof of payment of the insurance premiums, in each case without charge. You may do so by contacting Belong at the registered office.

Obtaining reference documents

You may obtain a copy of any of the documents or booklets referred to above.

Copies of the following documents are also available from reception:

- Equal Opportunities Policy
- Confidential Policy
- Personal Data Protection Policy and Retention
- Retention, Archiving and Disposal of Records Policy

Gifts

Belong staff are not permitted to accept gifts of money including tokens, gift vouchers or money.

We do realise that at certain times of the year such as Christmas it is customary to give gifts therefore if you choose to do so it must have a value of no more than £20. Staff will need to report the gifts to their manager and this will then be recorded, and a thank you note be written.

Staff are not permitted to accept loans from customers. Gifts (including money) that are made to the Belong village may be accepted to be spent for the benefit of residents only following certain criteria.

Unfortunately, our staff will be unable to witness the signature of a Will or other legal documents. However, we will be happy to help to organise an independent advocate should you require one to be appointed

How to Make a Complaint

Please let us know if you are unhappy about any aspect of our service so that we can do our best to put it right. All comments and complaints are welcomed - it is one of the ways in which we can improve.

You can complain in a number of ways:

- In the first instance please speak with a member of staff who will try their best to resolve it for you. You will be informed if your complaint cannot be dealt with immediately.
- Alternatively speak with the **General Manager** who is best placed to address your concerns and to put things right for you.