

INDEPENDENT LIVING

HERE TO HELP





At Southern Housing we pride ourselves on providing a great service. You can expect us to be accountable and look for solutions.

In line with our customer service promise we'll:

- ◆ Be respectful
- ◆ Keep you informed
- ◆ Do what we say we'll do
- ◆ Listen and learn from your feedback.

We've designed our independent living service to help our residents live as independently as possible for as long as they can in their own home. Using our expertise and knowledge, we'll assist our residents to benefit from a service that aims to deliver safe homes and vibrant communities.

We use the term 'independent living' to describe housing provided to people aged 55 and over within a sheltered scheme. It also applies to residents living in extra care schemes based in London, Kent, and East Sussex.



ON-SITE SERVICES

- We provide an on-site housing management service, primarily delivered by a dedicated scheme housing officer
- We'll tell you when the scheme housing officer will be at your scheme and let you know who to contact in their absence
- We'll give you the name of your 'Local Link' who's responsible for:
 - Ensuring you receive quality services and that we deliver the commitments set out in our customer service promise and this service offer
 - Supporting the scheme housing officer to build strong relationships with residents and ensuring the Independent Living Team is responsive to queries and concerns
 - Liaising with colleagues across Southern Housing and external stakeholders to help you with issues around your home and local community.
- You'll have access to a Careline monitoring service in your home and communal areas around your scheme
- We'll connect you to other agencies, if you need care and support to help you stay independent in your home.



MOVING IN AND GETTING SETTLED

- When you first move in, we'll show you around your home and the scheme.
- We'll carry out an annual resident visit to identify areas where you may need further support and/or any vulnerabilities. We'll be responsive to any changes in your needs between visits.
- We'll provide a welfare check (residents can opt out of this service should they wish to)
- We can introduce you to other residents and let you know what social activities are happening at the scheme, or in your local community
- We'll provide you with a comprehensive guide about the scheme and the service
- We'll develop a plan tailored for you, so you know how to evacuate your home in an emergency.

STAYING IN CONTACT

- We'll help you remain in control of your home, showing you how to report repairs and discuss your rent account
- We can help you to use the internet confidently and safely, and show you how to use our digital platforms to stay in touch
- We'll help you with any repairs or maintenance issues you may have, and speak to Southern Housing colleagues on your behalf
- We'll work closely with local authorities to make sure your home has the aids and adaptations you require
- We can provide guidance on your rent account, grants, benefits, and budgeting. We can also introduce you to colleagues within Southern Housing or external agencies for specific advice.
- We'll send you regular newsletters and other updates for Independent Living residents, as well as Southern Housing's quarterly Shine magazine and support to help you stay independent in your home.



SAFE HOMES

- We know how important it is to provide safe and well-managed homes and gardens. We carry out weekly health and safety checks across our schemes, to make sure everything in the building is safe and working well. This includes testing fire alarms, checking lifts are working, testing warden call points and flushing water, and maintaining well-tended communal outdoor areas.
- We'll keep you informed if there's a problem and let you know what action we're taking to resolve issues
- We take a supportive approach to work with residents to address concerns linked to anti-social behaviour and other neighbourhood issues
- We'll work with you and other professionals to address any concerns you may have about your home and neighbourhood; this can include local police and Adult Social Care.



LISTENING TO YOUR FEEDBACK

- ✓ Your views are important to us, and we'll encourage you to share your thoughts on the service you receive
- ✓ We hold regular meetings with residents to understand how well our services are working and where we could improve
- ✓ We'll encourage you to provide feedback on our performance through a range of surveys
- ✓ You'll have the opportunity to join our Resident Steering Groups. These help us understand what matters most to residents and ensure we deliver services that promote independent living.



HERE'S WHAT WE EXPECT FROM YOU

Our expectations are simple. We ask you to show consideration for your neighbours and visitors to the scheme, as well as being respectful to our colleagues and other professionals who are delivering services to you, in line with our customer promise.

Please let us know if something isn't working, or if you're having difficulties and need extra support. We also ask you to let us know if your circumstances change or you're going away, so we know you're safe.



