

REPAIRS AND DECORATIONS

The Trustees are responsible for the external and internal repairs to your home and the communal parts. Re-decorations as considered appropriate will have been carried out before you moved in, and subsequently an allowance is made of £50 per property per five years in order to assist Residents with the expense of later re-decoration. Please report all necessary work to the warden or clerk, who will arrange for it to be carried out.

Workmen will not be allowed to enter your home whilst you are out unless you have agreed to satisfactory arrangements. An exception will have to be made if an emergency arises or access is required to rectify an urgent problem. Please do not let anyone into an almshouse unless you know who they are; when in doubt, call the warden.

INSURANCE

The Charity insures the buildings and the trustees have insured the contents of each property for £5,000, with a maximum of £250 for any one article, on the basis of new for old (except for linen and clothing).

Please do not keep more cash in your home than you need for your day-to-day expenses. Please put the rest in a bank or building society. Do not ask the warden to take care of money for you, as she/he is not allowed to do so.

TELEVISION

The trustees have arranged a communal licence at no cost to residents. Please be considerate to your neighbours in the use of TV s, radios, stereos and musical instruments. Residents over 75 years do not need to pay for their TV licences, but the Clerk must be advised of the appropriate National Insurance Number for arrangements to be made.

CLEANING

You are responsible for keeping your almshouse clean. If this is difficult, help should be obtained from members of your family.

You are responsible for cleaning the inside of the windows in your almshouse, but the trustees employ a window cleaner who cleans the outside of all the windows including the inside windows of the communal areas. The cost of this may be included in your weekly Maintenance Contribution. By private arrangement with the window cleaner, it may be possible to have the insides of windows cleaned for you.

GARDENS

The garden has been laid out for the use and benefit of all Residents. Although the maintenance is the responsibility of the Trustees, Residents are encouraged to look after areas adjacent to their homes.

SECURITY

Please bear in mind the following:-

- DO ☺ keep your front door locked at all times.
- ☺ use a spy hole to identify callers before opening the door.

- DON'T ☹ allow a stranger to enter your home without proof of identity.

CHAPTER TWO

The WARDEN

The Warden acts as a good neighbour to each of the residents, checking on their welfare each day. The Warden also looks after the buildings. In an emergency the Warden will notify your family or friends or call a doctor on your behalf. The Warden can also help you to arrange for health care or social services assistance such as Meals on Wheels or Home Care.

Except in emergencies, the warden will not do residents' shopping, collect their prescriptions, or pensions or provide personal care. Almshouses are best when the residents show consideration for their neighbours.

EMERGENCY CALL SYSTEM

You will be shown how to use this when you move in. The alarm system is monitored continually by staff at Slough Borough Council so that help can be obtained with the minimum of delay. Please test the alarm system on a monthly basis by getting in touch with the monitoring centre.

Please DO - ☺ Use the call system any time of the day or night to get help for a sudden illness or accident.

Please DON'T- ☹ Leave the alarm pendant on your bedside table. If you need help it may be out of reach.

RELATIVES AND VISITORS

The warden cannot take the place of your relatives or friends. We hope they will give you just the same support as they would if you were living in ordinary housing. With their help and co-operation, and support from social services if necessary, we hope you will be independent for as long as you wish.

If you do have friend or relative to stay with you the warden must be informed, in case of fire.

ABSENCE FROM HOME

If you go away for any period please inform the warden or clerk in case of emergency and/or fire. It may be advisable to take precautions against frost by turning off and draining the water system. Please tell the Trustees and get their agreement if you plan to be away for more than 7 days. If you are away from home at anytime during the period 1st November- 31st March please be sure to leave the central heating "On" to avoid any possible frost damage.

WEEKLY MAINTENANCE CONTRIBUTION (WMC)

WMC is due each Friday in arrears but is collected every four weeks. You will be given notice of any increase or decrease.

The amount you pay covers part of the cost of running the almshouses and includes:-

Water & Sewerage charges
Repairs and Maintenance Warden's salary
Insurance
Upkeep of the Garden
Emergency Call System
Window Cleaning (Outside only)

CHAPTER ONE

History of the Charity and its Management

ALMSHOUSE CHARITIES

For over a thousand years almshouse charities have provided accommodation for needy folk. Saxon King Athelstan established the first recorded almshouse at York in about AD 986. Many others arose across the land through the following centuries founded by church leaders, aristocrats, landowners and business people. Today in Great Britain, more than 2,300 groups of almshouses provide about 27,000 separate homes. Increasing need spurs improvements to old dwellings and the building of new ones.

HISTORY OF LANGLEY MARISH UNITED CHARITIES

In 1617 (that is in the 14th year of James I, and the same year that the Indian Princess Pocahontas from North America died in England) Sir John Kederminster, Keeper of Langley Park, erected Langley's oldest almshouses south of St Mary's churchyard. A second block of four cottages was built in 1679 (that is the 18th year of Charles II) north of the churchyard by Henry Seymour, Lord of the Manor, and later extended to six dwellings.

The block of four bungalows built in 1955 was to replace some early Victorian almshouses in Langley High Street built by London businessman, William Wild, who came from a local farming family.

The two blocks of flats beyond the bungalows, completed in 1972, are named after two of the many benefactors of the almshouses: Benjamin Chert an 18th century gentleman from Windsor and John Trelawney who died in the early 19th century.

The almshouses form part of a conservation area of the borough of Slough. Kederminster Cottages and Seymour Cottages are listed buildings. By law, no works can be carried out to the exteriors or interiors of the cottages, which would affect their character, without special permission

If you become unwell, the trustees may suggest you move to find suitable care. Otherwise, the trustees can only repossess your home if you persistently and without reasonable excuse disregard the regulations, behave offensively or become disqualified from retaining the appointment. Please check the terms of your letter of appointment.

Please consult the warden to ensure that no landlord's fixtures and fittings are removed from your accommodation by mistake.

RE-HOUSING

Residents who wish to change their accommodation within the complex may apply to the clerk, in writing, for the matter to be considered by the trustees.

CHAPTER FOUR

General Information

COUNCIL TAX

Each resident is responsible for paying his or her Council Tax. You should be advised by the Council on how to pay. There may be benefits available.

IMPROVEMENTS TO YOUR HOME

You must first discuss any proposed improvements with the trustees. In some cases the Charity may pay for the work. Permission may be refused if the trustees consider that the alteration is structurally unsound, will reduce the amenities for subsequent occupants, or will increase future maintenance costs. If you live in one of the listed buildings, some alterations will be forbidden by law.

LANGLEY MARISH UNITED CHARITIES
ALMSHOUSE RESIDENTS' HANDBOOK

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To make it possible to act quickly, the Warden or Trustees will need a note of the names and addresses of your nearest relatives or friends and of your doctor.

PERSONAL PROBLEMS

If you have any personal problems over money or any other matter and you have no family or friend whom you feel able to consult, the Trustees will be glad to give you whatever help or advice they can. Let the warden know if you wish to see a Trustee at any time.

WILLS

You are strongly advised to make a Will. If you wish to leave personal property to a relative or friend a Will is essential. A solicitor is the best person to help you make a Will, and if you require assistance in finding one, we suggest you contact your local Citizens Advice Bureau. Ask the Warden if this is difficult.

COMPLAINTS PROCEDURE

If you have a complaint, you should talk to the Warden, Clerk or a Trustee. If it is not settled to your satisfaction, please get in touch with the Chairman of the Trustees (address and telephone number Page 1).

RUBBISH and RE-CYCLING:

Black rubbish bins and red re-cycling bins are provided. All kitchen refuse should be wrapped before putting it in the black bin..

Items for the RED bin re-cycling are:

- All paper and cardboard
- All empty cans
- All plastic bottles

Items for the BLACK bin are:-

- Glass & glass bottles
- Ordinary domestic rubbish

Both collections are routinely made the Friday of each week.
The Red bins for Re-cycling are usually emptied early (often about 8a.m).

LOCATION OF WATER STOPCOCK

The stopcock is: _____

This should only be turned off in an emergency.

LOCATION OF ELECTRICITY MAINS SWITCH BOX & FUSE BOX

The electricity mains switch is to be found: _____

And the fuse box: /-

If you are unsure about changing a fuse, ask the warden or clerk for assistance.

FOREWORD

This handbook provides you with information about occupying your almshouse; about the almshouses; about the charity and about its management. It supplements and explains the rules and regulations, a copy of which you sign when you accept appointment. The Trustees hope the information this book provides will help you to be happy here.

Clerk to the Trustees

USEFUL ADDRESSES AND PHONE NUMBERS

CHAIRMAN:	Dr E J Campbell 40 Sutton Avenue. Langley Slough, Berks SL3 7AW	01753 525643
WARDEN:	Mrs Brenda Gray 44 St Mary's Road, Langley	01753 545009
DEPUTY-WARDENS:	Miss Ingrid Stewart 94 Harrow Road, Langley mobile 07780 641058	01753 593919
	Mr Jim Heady 34 St Mary's Rd, Langley	01753 544658
CLERK:	Mr J S Lane 42 Stonecroft Avenue Iver, Bucks SLO 9QF	01753 652266
HOUSING BENEFIT OFFICE:	Slough Borough Council, Landmark Place High Street, Slough SL1 1JL	01753 875348/9
CITIZENS ADVICE BUREAU:	27 Church Street Slough, Berks SL1 1PL	0845 1203712
AGE CONCERN:	The Village, 102-110 High St. Slough, Berks SL1 1HL	01753 822890

Please Note: The Warden holds an up to date booklet issued by Age Concern.

PETS

Permission will not be granted for cats or dogs as pets, although other small animals may be acceptable but only with the Trustees' permission. The Trustees will be concerned that the pet does not become a nuisance to other residents. The Trustees would not expect the Warden or other residents to care for the pet if you go on holiday or become ill.

PARKING OF VEHICLES

Some spaces for cars are available at the rear within the complex. Please do not park elsewhere in the complex, or allow your visitors to do so, as they may block the way for ambulances or fire engines in an emergency. Further parking is available in the Council's area behind the almshouses.

DOCTOR

If your doctor is nearby you will not need to change. If you do not have a doctor, or you are moving from another area, the warden will be able to give you the names of other doctors working in the neighbourhood who are interested in the care of older people. The name of your doctor must be given to the warden or clerk so that help may be obtained in an emergency.

You have the right to see your doctor, nurse or other carer alone, and to keep your medical affairs entirely to yourself if you wish. However, if you have a chronic health problem, you may feel safer if the warden knows about it so that sensible action may be taken in an emergency. Anything you tell the warden will be kept confidential.

EMERGENCIES AND SICKNESS

If you are ill or in difficulties, the warden or trustees will make every effort to get in touch with relatives, friends, the doctor, ambulance or social services on your behalf.

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HOUSING BENEFIT

If your income only consists of the basic retirement pension and you have little or no capital you will almost certainly be entitled to Housing Benefit to help you with your housing costs. To claim Housing Benefit you should ask for a form at the Housing Department of the Council (address and telephone number Page 1). Even if you have some additional income to your basic retirement pension you may still be entitled to some help with housing costs.

The warden or clerk will be pleased to help if you are unsure of your entitlement or need help in completing the form.

CENTRAL HEATING AND HOT WATER

The Weekly Maintenance Contribution covers the cost of central heating. Each dwelling has its own thermostat to set at a temperature to suit you.

Hot water is provided by means of an immersion heater run at Resident's expense. Additional heating is available by means of wall-mounted electric fires.

ELECTRICITY METERS

Neither meters nor their locks and fittings may be altered without first asking the Trustees' permission. If the supply is disconnected for any reason, please tell the warden or clerk at once.

MOVING OUT

If you wish to move from the almshouse you must give the trustees one month's written notice. During this notice period you will be liable for your W.M.C. payments even if you have already moved out. Residents, or in the event of death, their personal representatives are responsible for the W.M.C. until the premises are cleared of personal possessions and the keys returned.

TRUSTEE BODY

The Charity is run in accordance with Schemes prepared by the Charity Commission. The first Scheme was sealed on the 19th July 1912 and various subsequent Schemes made alterations to it.

Another comprehensive Scheme to bring matters up to date was sealed on 29th June 1971.

ALMSHOUSES

Almshouses are unfurnished dwellings, usually specially designed with the needs of older people in mind. The aim is to provide convenient and comfortable accommodation in a setting that allows residents to come and go as they please.

The Almshouses have a resident Warden, and an emergency call system in every unit. In an emergency such as a sudden illness or after a fall, a Resident can quickly get help.

THE MASTER KEY

The warden or a trustee holds a master key which can open your front door, but it will only be used in an emergency or with your permission.

You must not fit locks and chains without the Trustees' consent as these may delay helpers in an emergency. The Trustees may be able to advise on alternative security arrangements.

Your privacy will be respected. The warden has strict instruction only to enter your home-

- If you ask him or her to do so.
- If you give permission for work to be done in your absence.
- In an emergency.

Please do not get extra keys without first asking the Trustees, as this endangers security.

CHAPTER THREE

Terms of Occupancy

LETTER OF APPOINTMENT

You will have a copy of the letter of appointment, which you signed when you were appointed a Resident. As a beneficiary of an almshouse charity you are not a tenant, but the Trustees cannot ask you to leave unless there are exceptional circumstances (see 'Moving out' page 12). You have agreed to pay a Weekly Maintenance Contribution, which includes an amount for the services provided.

FIRE PRECAUTIONS

The almshouses comply with the appropriate fire regulations and have an alarm system installed. The trustees will arrange with the Fire Officer for a fire drill from time to time and it is in everyone's interest that you should co-operate fully on these occasions.

Please DO contact the warden about:

- ☺ a) What to do if the fire bell rings, or
- ☺ b) If you discover a fire.
- ☺ c) How to use the fire blankets provided.

Please DON'T

- ☹ a) Wedge fire doors open; they prevent fire and smoke spreading only when they are shut.
- ☹ b) Leave pans (especially chip pans) unattended.
- ☹ c) Attempt to fight any fire. Leave the premises immediately, shutting the door behind you.

COMMUNAL FACILITIES

The laundry is available to all residents. The warden will show you how to use the machines and arrange the times they are available to each resident. The machines are intended for residents' laundry only. Please remember the door needs to be locked when you are leaving this facility empty.

OVER NIGHT ACCOMMODATION for VISITORS

A previously unused building that has been restored and modernised is available for the use of family or friends visiting Residents, through arrangement with the Warden. A modest charge per night is made for the use of this facility. The Resident applying for Depree Lodge (Guest House) is responsible for laundering and leaving the property ready for further use.