

THE NATIONAL BENEVOLENT CHARITY

RESIDENTS' HANDBOOK

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ABOUT THE NATIONAL BENEVOLENT CHARITY

A Brief History

The National Benevolent Charity was founded in 1812 by Peter Hervé. He was from a Huguenot family and he earned his living painting miniatures and silhouettes. Working in London and the west of England he was moved by the plight of people, and particularly of older people, who, from a previously good standard of living, were reduced to poverty and faced ending their days in a workhouse.

There was much suspicion of Hervé's motives and it took many years of work before his Charity was well established. Committees of the charity were started in Bath, Bristol and Gloucester, but it was the London Committee that became, de facto, the national organisation. The Duke of Kent, father of Queen Victoria, was a great supporter, and the Charity developed into an important institution of the 19th century.

Sadly, Peter Hervé did not have a long life, but died in France at the age of 47, probably of tuberculosis. It was believed that his relentless work for his Charity contributed to his early death.

Over the next 100 years The National Benevolent Charity helped many thousands of elderly poor people live their final years with some financial security and without the fear of the dreaded workhouse. With the advent of the welfare state in the 20th century, the Charity continued to help those who, through no fault of their own, had fallen on to hard times and could not work because of age, sickness or disability. The Charity also diversified to providing housing accommodation for the retired.

A history of the Charity, called *Peter Herve's Charity*, was published in 2012 to mark the organisation's bi-centenary. A copy is available on request from the Charity's office.

Housing Accommodation

The Charity's housing accommodation is in two locations: Tetbury in Gloucestershire; and Old Windsor in Berkshire. In Tetbury, there are 11 apartments, nine of which are in Peter Hervé House, a Cotswold stone building completed in 2003, and two of which are in Lenox House, a converted 16th century coach house. In Old Windsor, there are 30 apartments, collectively known as the Tapestries, converted from the buildings, dating from 1882, that formed the Royal Windsor Tapestry Manufactory.

Almost all of the accommodation is for single occupancy. Emphasis is put on providing a safe and peaceful environment for residents. There are extensive and well kept gardens at both locations.

The Constitution

The National Benevolent Charity is privileged to have been granted a Royal Charter in 1859 (number 364) and this document, together with amendments and bye-laws, is the charity's governing constitution. Amendments to a Royal Charter can only be made with the approval of the Queen meeting in Privy Council, though the bye-laws can be altered by resolution at an Annual General Meeting.

The Royal Charter says that the overall management of the Charity and the Charity's assets shall be the responsibility of the Council of Management, and the members of the Council of Management are the Charity's Trustees. However, the day to day running of the Charity is the responsibility of the chief executive and the Charity's staff.

The National Benevolent Charity is registered with the Charity Commission (number 202450).

Registered Office

The registered office of The National Benevolent Charity is

Peter Hervé House
Eccles Court
TETBURY
Gloucestershire
GL8 8EH

Telephone: 01666 505500

Key People

The Chairman: Mr Christopher Bell
contacted through the registered office

The Chief Executive Mr Paul Rossi
contacted through the registered office

Housing & Estates Officer Ms Jane Weaver
(Accommodation Manager) 01666 505200

Office Manager Mrs Dawn Swirczek
01666 505500

Resident Warden Mrs Lynda Fermor
at the Tapestries 01753 860643

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ABOUT YOUR TENANCY

The Tenancy Agreement

Before you move in to your apartment, you will be asked to sign an Assured Shorthold Tenancy agreement. This will be for an initial 6 month period, but it will renew automatically for so long as you wish to remain in your apartment, unless it is terminated by the Charity. An Assured Shorthold Tenancy agreement is a legal document and you should read it carefully. If you are unsure of what some part of it means, or if you have any questions, please speak to the Accommodation Manager.

Your key responsibilities, but not the only ones, under the Assured Shorthold Tenancy agreement are:

to pay the rent;

to pay any other charges connected with the apartment, e.g, council tax, telephone bills etc;

not to wilfully damage the apartment or its fittings in any way;

not to change the door locks without permission;

to notify the Charity of any faults or breakages etc. that require attention or repair; and

not to cause any nuisance or undue annoyance to other residents.

The Charity's key responsibilities under the Assured Shorthold Tenancy Agreement are:

to keep the apartment and the buildings in good repair;

to maintain the services to the apartment, such as heating, lighting, drainage etc; and

to ensure, as far as reasonably possible, that you can live peacefully and comfortably.

Rents

Annual rents are fixed and reviewed, periodically, by the Charity's Committee of Management. The rent includes a sum to cover the costs of heating and lighting and these amounts will be specified on the Assured Shorthold Tenancy Agreement. To keep these charges low, **please remember to turn off lights and electrical appliances when they are not needed.**

Residents are responsible for council tax. The cost of water charges is included in the rent.

Rents are payable monthly, on the first of the month. Interest may be due on late payments. The simplest method of payment, and the one recommended by the Charity is for the resident to set up a standing order payment through their bank.

The Office Manager will be pleased to deal with any questions or problems about payments of rent.

Housing Benefit

Residents who are on low incomes might be entitled to housing benefit to pay all or part of their rent. Housing benefit is assessed by, and paid by the local authority. More information can be obtained from the local authority websites.

The local authorities prefer application to be made on-line and members of staff will be pleased to assist residents with further information or with assistance completing application forms.

Residents in Tetbury should contact:

Benefits Section
Cotswold District Council
Trinity Road
CIRENCESTER
Gloucestershire
GL7 1PX
Telephone: 01285 623035

The council's website address is www.cotswold.gov.uk

Residents in Old Windsor should contact:

Revenues and Benefits Service
The Royal Borough of Windsor and Maidenhead
Town Hall
St Ives Road
MAIDENHEAD
Berkshire
SL6 1RF
Telephone: 01628 796036

The council's website address is www.rbwm.gov.uk

Council Tax Support

Most Residents will receive the 25% single occupancy discount on council tax. Residents on low incomes might be entitled to additional assistance. In the case of people in receipt of pension credit this might amount to the whole of the tax. Residents should contact their local authority as above. Usually an application for housing benefit will also trigger an application for council tax support.

Insurances

The Charity insures the buildings against the common risks of flood, storm, fire etc. However, the Charity cannot insure residents' personal property and residents are strongly

advised to hold their own insurance policies for the contents of their homes. The Charity cannot be held responsible for any loss of, or damage to, your property, or that of your visitors. Residents are also responsible for any damage that they may cause as a result of carelessness or neglect.

If a Resident loses their keys to the apartment a charge of £20.00p will be made to replace them.

Although the Charity's properties are relatively safe and secure, residents are advised to keep their front doors locked and not to keep large amounts of cash at home.

Pets

Larger pets, e.g. cats and dogs, are not permitted unless express permission has been given. Permission will usually be given only when a new resident brings the pet with them. Permission will not be given for new pets. All pets, large and small, must be kept under proper control and must not cause a nuisance to others.

Transfers

Occasionally a resident might wish to transfer to another apartment. It is sometimes possible to accede to such requests, but not always. The Charity often has a waiting list for apartments and allocations are made on the basis of need.

Absence

If you are going to be away from your home overnight, please inform the Accommodation Manager or the Resident Warden. This is so that in the event of a fire or other emergency you can be accounted for.

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AT YOUR SERVICE

Repairs and Decorations

The Charity is responsible for all internal and external repairs to the buildings and to your home. Repairs should be reported between the hours of 9.00am to 3.00pm. Residents in Tetbury should report any disrepair to the Accommodation Manager, and residents in Old Windsor should report any disrepair to the Resident Warden.

Repairs will be carried out by a contractor employed by the Charity as soon as reasonably practical. If a tradesman needs to have access to your apartment to complete the repair this will be discussed with you and a mutually convenient time arranged if possible. However, other than emergency repairs, works will usually be carried out between the hours of 8.00am and 5.00pm on Mondays to Fridays and it will not be possible to arrange a time outside of these hours.

Emergency Repairs

On rare occasions an emergency repair is required. **Examples of emergencies are burst water pipes, total power failures, blocked toilets, gas leaks etc.** Residents should contact the Accommodation Manager or the Resident Warden immediately, who will inspect the problem and summon appropriate assistance.

If such repairs are needed outside of office hours, the following action should be taken:

Tetbury

The resident should telephone the out of hours service (**07880 840476** or **07748 031994**) and explain the problem. The member of staff who takes the call will decide the action to take.

Old Windsor

The resident should telephone the Tapestries number (**01753 860643**) and explain the problem. The Resident Warden will decide what action to take.

If no one from the Charity is available to take your call, and the problem will not wait until normal hours, then the Resident should telephone an accredited tradesman to undertake emergency repairs. **The Charity will reimburse the Resident for any costs incurred. However, the Charity will not reimburse the Resident if a tradesman is called out for some repair that is not a true emergency.**

Cleaning

The charity is responsible for maintaining and keeping clean all communal areas, the outside of the windows, roads, patios and walkways.

You are responsible for cleaning the inside of your apartment and the inside of your windows. However, if you are unable to do this you should discuss the problem with the Accommodation Manager or the Resident Warden. It might be possible to arrange for someone to do this for you, but there may be a small charge for this service.

Laundry

In Tetbury all apartments have washing machines supplied and fitted as standard.

In Old Windsor, a few apartments have washing machines but most do not. There are two communal laundry rooms for the use of Residents.

Rubbish Collection

Containers are provided for waste that can be recycled and non-recyclable waste. Please ensure that you separate your waste and place it in the correct containers. The Accommodation Manager or the Resident Warden will be happy to explain the system to you.

Television Reception

All the apartments are served by a communal aerial system which receives all the Freeview TV and radio channels. There is no facility to receive Sky channels through a satellite dish or to receive cable TV.

Residents who are aged 75 and over are not required to hold a TV licence. For other residents in Tetbury the full licence fee is likely to be payable but you should check with the Accommodation Manager. In the Old Windsor apartments a concessionary licence fee of £7.50p is payable but, at the moment, this cost is borne by the Charity.

Guest Room

A guest room is available for relatives and friends who are visiting you for a short period, usually no more than seven nights. The cost is £10 per night. In Tetbury the guest room has one single bed and in Old Windsor two single beds. Both have toilet and washing facilities. Bed linen is provided, but this should be returned washed and ironed for the next guest, otherwise a small additional charge will be made. The guest rooms should be left cleaned.

The guest room can be booked through the Accommodation Manager in Tetbury and the Resident Warden in Old Windsor. Priority is given to the family or friends of residents who are sick.

Storage and Communal Areas

Unfortunately, there are no storage facilities available outside of your apartment.

Personal property must not be left in halls, corridors, receptions and other communal areas without permission. This is because of safety and fire regulations. With permission, residents may keep mobility aids, such as walkers, outside of their front door so long as there is no hazard caused to others. However, residents will be asked to remove any other property left in communal areas.

Gardens

The gardens are cultivated to a high standard and are provided for the enjoyment of Residents and their guests. The gardeners are employed by the Charity and work to a schedule agreed with the Charity. The gardeners will not take instructions from residents.

Any Resident who wishes to cultivate a small area of the grounds must seek the written permission from the Charity. Such permission will only be given if, in the opinion of the Charity, the proposal is in keeping with the overall plan and integrity of the gardens, and the permission can be withdrawn at any time.

Residents may place one or more potted plants or other ornaments by front and rear doors, so long as they are in keeping with the estate and do not create a hazard for other Residents or visitors.

Parking

Parking is restricted. Residents will usually be given an allocated car parking space provided that one is available. In Old Windsor there are spaces reserved for visitors.

Please ensure that you and your visitors do not park in spaces allocated to others.

Personal Care and a Helping Hand

On taking up the tenancy, a Resident will be asked to provide information about their health, whether they have any disabilities, any care needs, medicines taken, and their next of kin. Residents are asked to keep this information up to date.

The Accommodation Manager and the Resident Warden will want to check, periodically, to see that Residents are well.

The Charity cannot provide personal care for residents. Residents who need care and support can arrange this through the local social services department or a care agency. This can be discussed with the Accommodation Manager or the Resident Warden.

The Charity is able to offer, but only when a member of staff is available, a helping hand when residents have a particular problem or need. This might include fetching medicines from the chemist, or a little light shopping when the resident is unwell, contacting a doctor, and making contact with relatives etc.

Call Alarms and Emergencies

The apartments do not have a call alarm system. Residents who might need urgent assistance are strongly recommended to acquire their own call alarm. This can be discussed with the Accommodation Manager or Resident Warden. There are a number of call alarms available from organisations such as Age UK and Saga.

In the case of an emergency, such as the onset of serious illness or a fall, Residents can contact, in Tetbury, the Accommodation Manager or, in Old Windsor, the Resident Warden who will attend, if available, and take whatever action is required, e.g. contact the GP or a relative, or dial 999. Whilst members of staff will respond to such emergencies if they can, it must be stressed that there is no obligation on the Charity or its staff to provide this service and that it will not always be available.

Suggestions

The Charity welcomes any suggestions about how it can improve the accommodation and the service offered to Residents. Suggestions should be made to the Accommodation Manager or the Resident Warden.

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FIRE EMERGENCIES

There are fire alarm systems in place in Tetbury and at the Tapestries which comply with fire regulations. These are tested on a weekly basis and periodically by the fire service.

All apartments are fitted with smoke detectors. Residents should familiarise themselves with the fire alarm activation points so that they can find them in the dark.

If you hear the fire alarm you must leave your apartment immediately.

Residents in Peter Hervé House should leave by the stairs and not the lift.

The alarms are connected to a 999 call service and the fire service will be in attendance within minutes.

Residents at Tetbury should assemble in the courtyard, and residents at Old Windsor on the front lawn. Residents should check that their immediate neighbours are present, and alert the fire service if any are not.

Residents must not re-enter the buildings without clearance from the fire service or some other authority.

Please avoid triggering the alarms by **not lighting any fires**, and **not leaving grills, chip pans etc. unattended**.

Also, please do not wedge open doors, and particularly fire doors.

COMPLAINTS AND COMPLAINTS PROCEDURE

The Charity wants its Residents to be happy and contented in their homes. Occasionally, a Resident might have reason to complain about the services provided by the Charity or about some aspect of the housing accommodation. It is the policy of the Charity to deal with complaints as speedily and as effectively as possible and a complaints procedure has been put in place to ensure this.

Step One

If a Resident has a complaint, they should discuss it with the Accommodation Manager or the Resident Warden who will endeavour to deal with it as quickly as possible. Most problems can be resolved at this first stage and will require no further escalation.

Step Two

If a Resident is not satisfied with the outcome of Stage One, or if the Resident feels that the complaint cannot be discussed with the Accommodation Manager or the Resident Warden, then the Resident should put the complaint, in writing, to the Chief Executive. Written communications can be sent by post, e-mail or fax, and should include as much detail as possible about the complaint. The Chief Executive will respond to the communication, usually within 72 hours.

Step Three

If a Resident is not satisfied with the outcome of Stage Two, or if the Resident feels that the complaint cannot be discussed with the Chief Executive, then the Resident should put the complaint, in writing, to the Chairman. Written communications can be sent by post, e-mail or fax, and should include as much detail as possible about the complaint. The Chairman will respond to the communication, usually within 7 days.

Step Four

If a Resident is not satisfied with the outcome of Stage Three, the Resident may raise the matter with the

Housing Ombudsman Service
18 Aldwych
London
WC2B 4HN
Telephone 0300 111 3000
Fax 020 7831 1942
E-mail info@housing-ombudsman.org.uk

USEFUL CONTACTS AND NUMBERS

Police, ambulance and fire emergency – Tel: 999

Police non emergency – Tel: 101

NHS non emergency – Tel: 111

Tetbury

[Romney House Surgery](#)

Long Street

Tetbury

Glos

GL8 8AA

Tel: 01666 502303

[Tetbury Hospital](#)

Malmesbury Road

Tetbury

Glos

GL8 8XB

Tel: 01666 502336

[Voluntary Hospital Car Service](#)

Tel: 01285 659374

[Private Physiotherapy Service](#)

Tetbury Hospital

Tel: 01666 501766

[Chiropody Service](#)

Gillian Penfold

The Old House

2 Green

Tetbury

Glos

Tel: 01666 504228

[Osteopathy Service](#)

Tetbury Osteopaths

22 London Road

Tetbury

Glos

Tel: 01666 502214

[Tetbury Town Council](#)

Old Court House
Long Street
Tetbury
Glos
GL8 8AA
Tel: 01666 504670

[Cotswold District Council](#)

Trinity Road
Cirencester
Glos
GL7 1PX
Tel: 01285 623000

[Gloucestershire County Council](#)

Shire Hall
Westgate Street
Gloucester
DL1 2TG
Tel: 01452 425000

[Library](#)

Close Gardens
Tetbury
Glos
GL8 8DU
Tel: 01666 502258

[Citizens Advice](#)

Old Court House
Long Street
Tetbury
Glos
GL8 8AA
For appointments Tel: 01285 888134

[Age UK Gloucestershire](#)

Bleak House
26 Station Road
Gloucester
GL1 1EW
Tel: 01452 422660

[Cotswold Volunteers and Dial-a Ride](#)

Tel: 01666 502514

[Shopmobility](#)

St Saviours Church
New Church Street
Tetbury
Glos
Tel: 01666 500166

[Railway station – Kemble](#)

National Rail enquiries Tel: 0845 748 4950

[Bus services – Cotswold Green](#)

Enquiries Tel: 01453 835153

[Taxi Services](#)

Express Taxis of Tetbury
Tel: 07858 450098

[Churches](#)

Methodist & United Reform: [Christchurch](#) The Chipping, Tetbury Tel: 01285 641715

[Gospel Hall](#) Hampton Street, Tetbury Tel: 01666 503166

Church of England [St Mary's Parish Church](#) Church Street, Tetbury Tel: 01666 500088

Roman Catholic [St Michael's](#) The Green, Tetbury Tel: 01666 502367

[Community Church](#) 25 The Ferns, Tetbury Tel: 07739 909047

Old Windsor

[Newton Court Medical Centre](#)

Burfield Road
Old Windsor
Tel: 01753 863642

[Datchet Health Centre](#)

4 Green Lane
Datchet
Tel: 01753 541268

[Wexham Park Hospital](#)

Wexham
Slough
Berks
SL2 4HL
Tel: 01753 633000

Old Windsor Day Centre

27 Straight Road
Old Windsor
Berks
SL4 2RW
Tel: 01753 854117

Old Windsor Parish Council

Jubilee Hub
St Luke's Road
Old Windsor
Berks
SL4 2QL
Tel: 01753 868842

Royal Borough of Windsor & Maidenhead

Town Hall
St Ives Road
Maidenhead
Berks
SL6 1RF
Tel: 01628 683800

Library

Memorial Hall
Straight Road
Old Windsor
Berks
SL4 2RN
Tel: 01753 852098

Citizens Advice

4 Marlow Road
Maidenhead
Berks
SL6 7YR
Tel: 01628 674842

Age Concern Slough & Berkshire East

The Village
102-110 High Street
Slough
Berks
SL1 1HL
Tel: 01753 822890

Chiropody Services

Keith Redding Thomas & Associates
5a St Leonards Road
Windsor
Berks
SL4 3BN
Tel: 01753 863688

Runnymede Foot Clinic
Egham Leisure Centre
Vicarage Road
Egham
Surrey
TW20 8NL
Tel: 01784 436790

Physiotherapy Services

Apple Physiotherapy
Essex House
69 Osborne Road
Windsor
Berks
SL4 3EQ
Tel: 01753 866274

Scorpio Clinic
Egham Leisure Centre
Vicarage Road
Egham
Surrey
TW20 8NL
Tel: 01784 433973

Osteopathy Services

Mr Sam Hall
Five Star Heath & Fitness
54 Vale Road
Windsor
Berks
SL4 5LA
Tel: 07974 020672

Pear Tree Clinic
56 Richmond Road
Staines
Surrey
TW18 2AB
Tel: 01784 450042

Suppliers of new and used Mobility Equipment

Mobility Services Ltd
Age Concern Warehouse
Unit 1 Banbury Road
Slough
Berks
SL1 4LH
Tel: 01753 620560

Shopmobility

The Coach Park
Alma Road
Windsor
Berks
SL4 3HY
Tel: 01753 622330

30 Alpha Street North
Slough
Berks
SL1 1RA
Tel: 01753 691133

Railway stations – Windsor & Eton Central
– Windsor & Eton Riverside

National Rail enquiries Tel: 0845 748 4950

Bus services – First Berkshire

Tel: 01753 524144

Taxis

Windsor Taxis
Tel: 01753 862020

5 Star Taxis
01753 858888

Voluntary Car Services

People to Places
Tel: 01628 587920

Windsor Voluntary Car Service
Tel: 01753 831090

Churches

Church of England [Parish Church of St Peter & St Andrew](#) Church Road, Old Windsor, Tel:
01753 865778

Roman Catholic [Our Lady of Lourdes](#) St Luke's Road, Old Windsor, Tel: 01753 865163

[Methodist Church](#), St Luke's Road, Old Windsor, Tel: 01753 869017