



Resident's Handbook
Christopher Boone's Court

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Section 1- Introduction

This handbook sets out useful information about Boone's Home's and its general administration and management. It also explains your responsibilities as a resident. Please do not hesitate to speak to the Policy and Operations Officer (Almshouses) if you need further information on any matters.

Please note that the rules stated in this handbook form part of your licence to occupy your dwelling as a beneficiary of an almshouse charity, as set out in your Letter of Appointment which you signed when you accepted your appointment. The rules in this Handbook supplement the rules and regulations in that Letter. Boone's Homes reserves the right to amend these rules and regulations and those in the Letter from time to time.

The almshouse is your home, and every reasonable effort will be made to help you remain able to benefit from the peaceful enjoyment and dignity that the almshouses provide. The Trustees are sure you will appreciate the importance of everyone in the community respecting the wishes of others, allowing them their privacy if that is what they wish and ensuring that rumours and gossip are not allowed to develop.

The Trustees have tried to minimise these rules and regulations, which have been designed for the benefit of all residents and to ensure the efficient management of Boone's Homes.

History, Governance and Management

History

Boone's Homes is the new name for the Merchant Taylors' Company Almshouses. Merchant Taylors' is proud to have provided almshouses since the Middle Ages, first in the City of London, and now in Lewisham.

The Company built London's first almshouses in the 15th century and over the course of the Company's long history several sites have been used for housing for those who require it most. Then in 2019, the Company unveiled the completed Christopher Boone's Court, a new development in partnership with One Housing Group housing association.

If you wish to learn more about the Merchant Taylors' Company, please visit the Company's website <https://www.merchant-taylors.co.uk/>.

Constitution

Boone's Homes is the trading name of the Merchant Taylors' Boone's Charity which is a Registered Provider of Social Housing in England no. A2246, and a Registered Charity in England and Wales no. 214262.

Merchant Taylors' Boone's Charity's purpose is set out by law in its constitution, as follows: *"the relief of poverty by the provision of almshouse accommodation"*.

Management

Merchant Taylors' Boone's Charity has a corporate trustee called The Merchant Taylors' and Christopher Boone's Almshouses Charity (reg. no. 1138621). The corporate trustee has a board of directors. In this Handbook, **'the Trustees'** means those directors.

The Trustees are volunteers, drawn from the membership of the Merchant Taylors' Company ('the Company').

Day-to-day management of Boone's Homes's affairs is delegated to the Clerk of the Company, but is largely carried out in practice by the Policy and Operations Officer (Almshouses).

The Policy and Operations Officer (Almshouses)

The Policy and Operations Officer (Almshouses) reports to the Head of Philanthropy who is based at Merchant Taylors' Hall. She also liaises with the Merchant Taylors' Company Surveyor, also based at Merchant Taylors' Hall.

The Policy and Operations Officer (Almshouses) should be your first port of call for all questions or concerns about Boone's Homes. The Policy and Operations Officer (Almshouses) is also responsible for ensuring MTBC's compliance with the Regulator of Social Housing's Consumer and Economic Standards.

The Policy and Operations Officer (Almshouses) works between Merchant Taylors' Hall and CBC. Each week, they post their weekly rota stating which days they are working at CBC, on the notice board outside the Managers' Office.



There are no Boone's Homes staff working at weekends.

The Almshouses

Boone's Homes provides unfurnished dwellings which are designed with the needs in mind of older people who are capable of independent living.

The principle behind everything that Boone's Homes does is that almshouse residents should enjoy independence and the freedom to come and go as they please while living in comfortable and secure accommodation.

One Housing Group

Boone's Homes has leased its flats in Christopher Boone's Court from One Housing Group. Boone's Homes then licences that flat to you.

One Housing Group is responsible for maintaining the common areas of Christopher Boone's Court and the built fabric of your dwelling.

Boone's Homes pays a service charge to One Housing Group to fund One Housing Group for carrying out these responsibilities.

You will see One Housing Group's on-site Manager working at Christopher Boone's Court.

Non-almshouse residents of Christopher Boone's Court

The almshouses comprise roughly half of the dwellings in Christopher Boone's Court. The other dwellings, which are intermingled with the almshouse dwellings, are owned by private tenants of a similar age range to the almshouse residents. These private tenants are owner-occupiers who have bought their flats from One Housing Group or previous owner-occupiers.

Section 2- Key contacts

To report a repair to the built fabric of your dwelling or blocked drains, problems with electricity supply to your dwelling or problems with heating or hot water supply:	Please contact the One Housing Group Customer Contact Centre	☒ 0300 800 1630 Open Mon- Fri 9am to 5:30pm and Sat 10 am to 1 pm ☒ 020 8979 2220 For emergencies out of office hours
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To report problems affecting the inside of your dwelling, which are not listed above:	Please contact the Policy and Operations Officer (Almshouses)	☒ 020 4511 6301 ☒ Almshouses@merchant-taylors.co.uk
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For any questions related to your accommodation charges ('Weekly Maintenance	Please contact the Merchant Taylors' Charities Accountant	☒ 020 4511 6285 (explain you are an almshouse resident, and ask to be put through to the Charities
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Charges’):	Accountant)
For anything to do with the Christopher Boone’s Site apart from your dwelling:	Please speak to One Housing’s Resident Services Property Manager, who works in the office on the garden level.
In an emergency:	The Community Alarm Service, at any time of day or night
	Press the button on your individual pendant or wristband, or the button in your hallway.

Section 3- Terms of Occupancy

Letter of Appointment, and Setting aside an Appointment

Your Letter of Appointment, of which you have a copy, explains that you occupy your flat as a beneficiary of Merchant Taylors' Boone's Charity. This means that you are not a tenant, with the security of tenure that a tenancy offers, and that in exceptional circumstances the Trustees could ask you to find alternative accommodation and leave. In practice, this occurs rarely when Trustees believe that they have no reasonable alternative consistent with their duties under charity law.

Non-exhaustive examples of such circumstances would be if:

- The resident failed to pay weekly maintenance contributions (WMC) on time and on a regular basis without good reason
- The resident's behaviour (and/or that of the resident's family or friends in relation to the resident living in accommodation provided by Boone's Homes) was deemed to be unreasonable or anti-social or bullying, either in respect of other residents or members of staff (and including any situation where the relevant behaviour was confined to social media).

- The resident's circumstances changed significantly to the extent that they were no longer qualified to live in the almshouses as a beneficiary.
- The resident became incapable of independent living.

If in any respect the Letter of Appointment and this Handbook are inconsistent, the discrepancy is unintentional, and the Letter of Appointment takes precedence.

It is a condition of occupancy that residents provide Boone's Homes with accurate and complete information of their financial circumstances and that residents inform Boone's Homes if those circumstances change. This is because of Merchant Taylors' Boone's Charity's legal obligation to provide almshouse accommodation 'for the relief of poverty'. Residents should be assured that relatively minor changes in financial circumstances would not lead to them being asked to leave.

However, the Trustees have a legal duty to ensure that Boone's Homes's accommodation is only used by people in financial need. Accordingly every few years they will ask residents to provide an update on their finances.

Boone's Homes would only set aside an appointment - ie, require you to vacate your dwelling - as a last resort after every reasonable effort had been made to resolve the issues.

Please note that your appointment to an almshouse is personal to you alone, and does not extend to any partner or family member unless your letter of appointment expressly states otherwise. If you gain a partner after taking up residence at Boone's Homes, your partner would have to apply to become a beneficiary of Merchant Taylors' Boone's Charity in their own right if they wanted to live in Boone's Homes's almshouse accommodation.

Independent Living

Boone's Homes flats provided for those who are capable of independent living. Boone's Homes does not provide any nursing or personal care and there is no warden.

Where a resident requires assistance from Social Services to enable them to continue to live independently, then they are responsible for arranging, and maintaining these services, with the relevant agencies. The resident may obtain assistance from their family, friends, internet services e.g. online shopping, or other agencies. Any costs incurred will be the responsibility of the resident.

The resident is also responsible for all of their own financial arrangements and dealing with all the necessary Government and local agencies in respect of State benefits, Universal Credit and pension(s) if any.

As part of our Independent Living Policy, the Policy and Operations Officer (Almshouses) has an 'annual horizon scanning meeting' with every resident. In this meeting, the Policy and Operations Officer will look ahead with each resident to discuss both their current abilities and needs as well as look at how their ability to live independently may change over the next five years.

This will help residents to start planning what care and support they may need from Social Services in the future.

Boone's Homes staff reserve the right at the meeting use clause 11 of the Letter of Appointment which states that the Boone's Homes staff can get an independent expert to assess a resident and identify their care needs.

Moving Out

If you wish to vacate your dwelling, you must give the Trustees written notice of at least one month delivered to the Policy and Operations Officer (Almshouses). During this notice period you will be liable for your Weekly Maintenance Contribution payments even if you have already moved out. Residents or, in the event of death, their personal representatives, are responsible for WMC until the premises are cleared of personal possessions and the keys are returned.

If a resident were to leave their almshouse dwelling without giving notice, they would be liable for paying their WMC until the end of the notice period. Weekly maintenance contributions should be paid up to the departure date, as well as utility bills.

On the day that you move out, you must provide the Policy and Operations Officer with your final meeting readings.

When you are moving out, you must completely empty your flat. If there is any furniture left in your flat, the Charity will recharge you for the costs of getting these items removed from your flat and disposed of.

Re-Housing

If you wish to move from one almshouse dwelling to another within Christopher Boone's Court, you should contact the Policy and Operations Officer (Almshouses) to discuss the matter. While every reasonable effort would be made to assist a resident to move if there was a good reason, the decision would depend upon availability and be entirely at the discretion of the Trustees. Where a move is at a resident's request, the resident is responsible for all costs of moving.

The Trustees may require you to move to another of Boone's Homes's flat when major repair work is being carried out, or for some other unforeseen reason. Your views would be taken into account and you would be given at least three months' notice should a move be necessary. Boone's Homes would pay the reasonable costs of a move required under these circumstances.

Gifts and Legacies

It is the Trustees' policy that no member of staff or any other individual involved in the running of Boone's Homes should accept any personal gift or legacy from a resident. If you wish to donate anything to Merchant Taylors' Boone's Charity itself, please contact the Policy and

Operations Officer (Almshouses). All such matters will be dealt with in confidence.

Section 4- Finance

Weekly Maintenance Contribution (WMC)- accommodation charges

Weekly maintenance contributions (WMC) are payable in advance on the first of each month by direct debit. If you receive social security help with housing costs from the local authority, arrangements can be made for your relevant benefit to be paid directly into Boone's Homes's bank account. If you are experiencing difficulties in claiming, please let Boone's Homes know.

Your WMC are made up of two parts- the Basic 'Rent' Amount' and the Non-Eligible Service Charge Amount.

The Basic 'Rent' Amount relates purely to provision of the physical flat to live in as a licensee with almshouse beneficiary status, excluding any services. We use the term Basic 'Rent' Amount because that is the wording used by the benefits authorities.

The Non-Eligible Service Charge amount is comprised of heating and hot water charges for your dwelling, water rates charges for your dwelling and the Emergency Alarm System.

Council Tax

Please be aware you are responsible for the Council Tax for your home from the start of your Letter of Appointment.

Financial hardship

If you have any concerns that your accommodation charges may cause you financial hardship, please don't hesitate to ask the Policy and Operations Officer (Almshouses) a financial hardship questionnaire.

Completing a questionnaire fully is a vital step to facilitate Boone's Homes having a confidential conversation with you to work out the best way forward.

Arrears

It is your responsibility to pay the WMC.

It is our policy to respond quickly to arrears, so that people who may be having difficulties can receive advice and assurance before the debt grows too large.

If you have any difficulty in paying your WMC, it is your responsibility to contact the Policy and Operations Officer (Almshouses) as soon as possible, so they can discuss the situation with you.

Non-payment of your WMC is a breach of the terms of your Letter of Appointment and ultimately could result in you losing your home.

Housing Benefit/ Universal Credit

If your income consists of the basic retirement pension and you have little or no capital, you will almost certainly be entitled to Housing Benefit or Local Housing Allowance to help with your housing costs. Even if you do have income in addition to your basic retirement pension, you may still be entitled to some help with housing costs. For how to claim Housing Benefit / Local Housing Allowance, please click [here](#).

It is vital that you inform your local benefits office if there are changes in your financial circumstances, however small, as they have the power to demand reimbursement in the event of an over-payment.

Eligibility for state benefits changes from time to time. If you need advice on state benefits, please start by reading the information on

'Benefits' at www.gov.uk. Other sources of information are the Citizens Advice Bureau and Age UK.

Wills

You are strongly advised to make a Will and it is best to ask a solicitor to help you with this. If you need help in finding one, the local Citizens Advice Bureau (see above) will be able to suggest names.

As stated under 'Gifts and Legacies' it is Boone's Homes's policy that no one involved in the running of Boone's Homes should accept any gift or legacy from a resident. If you want to donate anything to Boone's Homes, please speak to the Head of Philanthropy. All such matters will be dealt with in confidence.

Lasting Power of Attorney

You may also feel it wise to consider setting up a Lasting Power of Attorney which allows you to appoint someone to look after your finances and to take welfare and healthcare decisions on your behalf in the event of your mental incapacity. Again you should seek legal advice from a solicitor.

Section 5- Utilities

Electricity

As explained in your Letter of Appointment, you are responsible for paying for electricity directly to your chosen electricity utility provider.

When you move into your flat, you can choose to switch to any available electricity supplier in the normal way. If you do change electricity supplier, you must tell the Policy and Operations Officer (Almshouses) who will ask you to sign a GDPR form that authorizes Boone's Homes staff to talk to your new supplier about your account.

You should not turn off the electricity supply in your flat as it is required to provide power to:

1. Warden call system
2. Smoke and heat detector units
3. Room heating
4. Ventilation system that maintains essential air flow through apartment
5. Kitchen appliances i.e. refrigerator

The electricity meter is located in the hall cupboard in your flat.



Heating and Hot Water

Boone's Homes receives data from a third party which runs the smart metering technology in all the Boone's Homes flats. This allows Boone's Homes to review the rate of consumption of heating and hot water for each flat.

Your Weekly Maintenance Charges include heating and hot water charges as part of your Non-Eligible Service Charge. Your monthly amount is the average monthly amount you used over the previous 12 months. We always use the previous 12 months to calculate your usage to ensure that all seasons are covered.

New residents will pay a fixed amount for the first 12 months that you live at Christopher Boone' Court. The fixed amount is the average charge of all Boone's Homes residents after outlier amounts are removed. After 12 months, the amount you pay each month will reflect your average monthly consumption over the previous year.

Please see appendix Section 5 'In your flat' for guidance on how to best make use of the heating system in your flat.

The temperature you set your heating in each room to is controlled by a dial in each room.



The heating and hot water in your flat is powered from the basement of CBC. In your flat, there is a Heating Interchange Unit. **DO NOT TOUCH THE HEAT INTERCHANGE UNIT IN YOUR FLAT.** The only control that you need to touch to adjust how warm your flat feels is the thermostat dials on the walls. Please see the picture below of a Heat Interchange Unit.



Water

Boone's Homes receives water bills for each flat from Thames Water which has allowed Boone's Homes to determine residents' individual water usage and consumption costs. From 1st August 2024, Boone's Homes will be introducing a system of tailored individual water charges as part of the WMC.

This means that your monthly water rates charges will be based on your average monthly consumption of water over the previous year.

New residents will pay a fixed amount for the first 12 months that you live at Christopher Boone' Court. The fixed amount is the average charge of all Boone's Homes residents after outlier amounts are removed. After 12 months, the amount you pay each month will reflect your average monthly consumption over the previous year.

Section 6- In your flat

Guide to underfloor heating and thermostats

Controlling underfloor heating with the correct thermostat settings saves energy and money, while still keeping your home comfortably warm.

And using it incorrectly may damage your floor and the heating system.

Here are some tips to make sure you are not driving up your heating and hot water costs accidentally:

How to use underfloor heating thermostats

If you've just come home to a cold house on a freezing winter's day, it might seem reasonable to turn up your thermostat. But that won't help you feel warm and comfortable any quicker. The reason for that is simple: a thermostat has no control over **how quickly** your house heats up, all it does is set the final temperature for your comfort level. It's best to think of a basic thermostat as a temperature limiter. It allows the heating to be fully on until the set temperature is reached, at which point the thermostat will turn the heating off until the temperature drops again. Turning your thermostat higher than your comfort level won't heat the room up any faster. It will just cause the system to overheat the space, making your home uncomfortably warm and wasting significant energy.

Turning up your heating

If you turn up your heating, turn it up a little – say 1°C or 2°C - then wait 48 hours. The underfloor heating is deliberately designed to heat the room up very gradually. If it heated up fast, like an old-fashioned radiator, the floor would break. Don't expect the floor to feel hotter – it's a gradual process so you are unlikely to feel any noticeable change in how warm the floor feels to the touch. .

Never turn the heating up or down by more than 5 degrees in any one week, otherwise your floors will suffer expansion and contraction damage.

Underfloor heating temperature – what should I set it to?

Feeling comfortable varies from person-to-person, but generally 21°C is the ideal temperature for living areas. For many people, it's a good idea to set your bedroom thermostat a few degrees cooler because that's been shown to improve the average person's ability to get to sleep and stay asleep.

The underfloor heating temperature you choose can make a big difference to both the comfort of your home and your consumption charges. Turning your underfloor heating room thermostats down by just 1 degree could save around £80 per year according to the [Energy Savings Trust](#).

The official Cold Weather Plan for England suggests a minimum winter temperature of 18°C in UK homes for beneficial health – you may decide that's ideal for your bedroom.

Keeping doors closed

Don't forget that you have an individual thermostat for each room in your flat. By keeping the doors closed in your flat, you can ensure that each room remains heated at the temperature that you set the room thermostat to. This means that you can keep different rooms at different temperatures, such as your living room and bedroom.

This will help you keep costs down, if for example you choose to have your bedroom set to a cooler temperature than your living room.

It's also a good idea to keep the doors closed, to prevent any risk of confusing the thermostats from room to room. For example, if your bedroom thermostat is set to 18°C and your hallway thermostat is set to 21°C, there's a risk that neither of them will work accurately if you leave the door open from the bedroom into the hallway.

White goods

Boone's Homes will ensure that a washing machine and white goods are in your flat when you move in. This includes a washing/dryer machine.

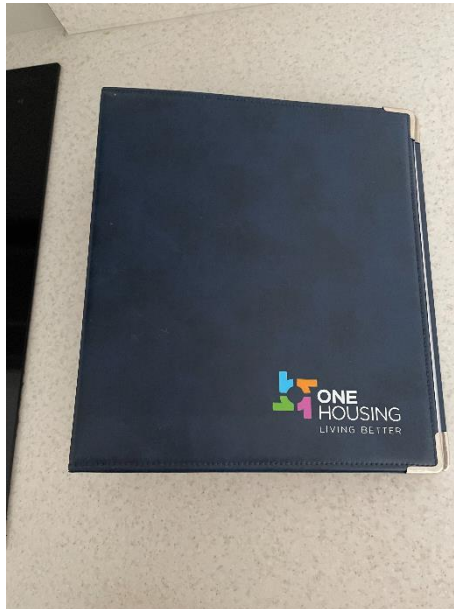
Boone's Homes will replace broken white goods on a like for like basis at Boone's Homes's cost. However, Boone's Homes reserves the right to recharge residents for the replacement of white goods if we believe that the breakage is due to incorrect use or an unreasonable degree of use.

If you move into CBC, you cannot bring your own white goods because it is a fitted kitchen, and Boone's Homes will not compensate you.

A multi-grid panel where your kitchen appliances can be turned on and off is located on the kitchen wall. If an appliance appears not to be working, please check that it hasn't been turned off at this panel.



For information on how your kitchen appliances such as washing machine, oven and hob work, then please refer to the navy information manual provided by One Housing, that you will find in your kitchen.



Intercom phones

A person wishing to come to your dwelling will need to press your dwelling's doorbell at the outside of CBC. This will ring through to your video intercom in your flat where you will be able to see and hear who it is, and speak to them.

- 1) When your intercom phone rings, you will need to press the button with the eye on it as circled in red.



- 2) If you are happy to let them in, then press the button with the key on it. This will let them in the first set of doors to Christopher Boone's Court.



- 3) When the visitor gets to the second set of doors, your phone will ring again. You will need to repeat steps one and two to let your visitors in through the second door.

When you move in to your dwelling, the Policy and Operations Officer (Almshouses) will show you how to do this.

Telephones and Internet provision to your dwelling

You are responsible for making your own arrangements for installing a telephone landline in your dwelling through your chosen provider, if you wish to have a landline. You will be responsible for paying all costs of installing, retaining and using the landline service, direct to the supplier.

Balconies

Your balcony is for your enjoyment, however Boone's Homes does require you to observe the following in order to prevent CBC looking unsightly from the outside.

You are welcome to keep garden- style table and chairs on the balcony, and some plants (but not hanging from or attached to the balcony rail).

Residents are not allowed to hang washing or store bikes on the balcony, or otherwise use it to store items in a way which, in Boone's Homes

staff's opinion, is unsightly. The Policy and Operations Officer (Almshouses) decision on whether it is unsightly is final.

Residents must not fix screening material (eg bamboo or grass-style screens) to the balcony.

You are also permitted to keep some plants outside your front door. Please speak to the Policy and Operations Officer (Almshouses) for guidance on this. If any plants outside your front door are dead and therefore unsightly, you will be asked to remove them.

You must not place plants on any communal tables as the tables are for the use of all residents.

Television

If you are covered by the relevant government concession, Boone's Homes will notify you individually in writing at the point you move in and will pay for you to be added to Boone's Homes's concessionary almshouse licence.

However, in broad terms the government concession covers only over 60s and people who are registered disabled. (The detail of who is covered is more complex but you can find it via www.gov.uk).

If you are not covered by the government concession

If Boone's Homes does not notify you that you are covered, **please assume you are not covered**. It will be your responsibility as a resident to obtain and pay for your own personal television licence to use any television-receiving equipment including TV set, set-top box, video or DVD recorder, PC or mobile phone to watch or record programmes as they are being broadcast, and any type of PC or mobile phone or similar to watch BBC programmes on a 'catch-up' basis. This includes foreign broadcasts.

Cleaning

You are responsible for keeping your own dwelling clean, including cleaning the windows inside.

Cleaning the communal areas is the responsibility of OHG. You will be advised when contractors are coming to clean the outside of the windows of your accommodation.

Hoarding behaviour or neglect of your living conditions is dangerous to your health, to the building and potentially to your neighbours. It increases the risk of vermin infestation and fire. If there were a fire, it

could cause you to lose your life by obstructing your exit route, or firefighters to lose theirs while trying to rescue you.

For those reasons, hoarding behaviour or neglect of your living conditions constitutes grounds for terminating your appointment.

However, in less serious cases the Trustees may require you to pay for a regular cleaner for as long as you reside at Boone's Homes. The decision whether such an arrangement is required is at the Trustees' discretion.

Improvements to your dwelling

You must not carry out or contract to pay for any improvements, alterations, unless you have first obtained Boone's Homes's written permission.

Re-decoration of your dwelling in a neutral colour such as white, off-white or light cream does not need Boone's Homes's permission.

However, you must obtain Boone's Homes's prior written permission before re-decorating in a colour which is not neutral. This is because such colours are prohibitively expensive to paint over if you vacate your dwelling.

You can insert picture-hanging screws and nails into the interior walls of your dwelling but must have regard first to where electric cables and

water pipes are likely to be running within the wall. In in doubt, check first with the Policy and Operations Officer (Almshouses).

If you wish to have screws or nails inserted into the interior walls, this is something that you must organise yourself. The resident will not organise for a contractor or handyman to do this for you.

Noise

Residents must also not use any musical instruments, televisions, loudspeakers or stereos in a way that causes annoyance to their neighbours.

Please be mindful of your neighbours at all times and their quiet enjoyment of CBC.

Pets

The Trustees recognise the benefits of pets in providing companionship and enjoyment. However, in certain circumstances pets can become a nuisance to others. In addition, external doors of dwellings cannot be fitted with pet flaps and, for security reasons, must not be left propped open.

Against that background, the only permitted types of pets are cage birds or house cats (in limited numbers per resident) or fish in reasonably sized tanks. Dogs and reptiles are not permitted. 'House cat' means a cat which lives inside your dwelling all the time, and is not allowed to roam around in Christopher Boone's Court or its garden.

You must advise the Policy and Operations Officer (Almshouses) about arrangements you have made for the care of your pet(s) if you are away on holiday or become ill.

Visitors/ Overnight Visitors and Guests

Boone's Homes recognises that residents may wish to have overnight guests staying in their homes from time to time, and that this facility should be enabled and supported.

Equally, Boone's Homes is entitled to take precautions against the risk of people moving in without successfully going through the formal application process, or residents hiring out their dwellings for commercial purposes.

The rules on having overnight guests are set out in the [Overnight Visitors and Guests Policy](#). If you would like a paper copy of the policy, please ask the Policy and Operations Officer (Almshouses).

Absence from home

If you go away for any period, please inform the Policy and Operations Officer (Almshouses) of your temporary address and contact phone number (and contact email if that is going to be the easiest way to contact you). Should you return earlier than planned, please inform the Policy and Operations Officer (Almshouses) as soon as you get home as it is important in an emergency to know if any residents are away.

Boone's Homes is obliged to provide accommodation to people who fit the beneficiary class and are in genuine need of accommodation. Hence you are expected to be in full time occupation of your dwelling, and extended periods away during the year might lead the Trustees to conclude that you have less need for almshouse accommodation than others. If you plan to be away from your dwelling for more than 28 days in total in any one year, you will be expected to explain the circumstances to Boone's Homes and ask permission beforehand.

Before going away, please ensure that all food has been put away, taps and appliances have been fully switched off and windows shut. If you are leaving your dwelling during the winter months, please discuss with the Policy and Operations Officer (Almshouses) how much heating is required to minimise the risk of burst pipes, etc.

Legionella

The risk of contracting Legionnaire's Disease from a domestic property where the water services are regularly used is very low, however the risk increases if the water services have not been used for an extended period. Residents are advised to adopt the following recommended procedures:

- Any hot or cold tap that is not used within a seven day period should be flushed through for at least 2 minutes on a weekly basis on your return to the property. Avoid splashing to minimise the release of water droplets / aerosols.
- Any shower that is not used within a seven-day period should be flushed through for at least 2 minutes on a weekly basis or on your return to the property at both maximum and minimum temperatures. Avoid the release of water droplets / aerosols by either securing a plastic bag over the shower head with a corner cut off to allow water to escape or by removing the shower head and placing the shower hose over the drain outlet.
- Any toilet that is not used within a seven-day period should be flushed on a weekly basis or on your return to the property. The

lid should be closed to avoid contact with any water droplets / aerosol.

- Shower heads should be cleaned and disinfected regularly to ensure no scale or algae build up.

In your bathroom

As there are no windows in your bathroom, the bathroom extractor fan needs to remain on to stop damp and mould in your bathroom and other rooms in your flat.

The switch for the bathroom extractor fan is located in your storage cupboard in your hall. When you move into your flat, the extractor fan will be switched on which creates a red light on like in the picture. Do not switch it off.



There is also a heated towel rail inside your bathroom. The switch for the towel rail to turn on and off the heating is located in the hallway outside your bathroom.



If you cannot find the switch, please ask the Policy and Operations Officer (Almshouses) who will be able to help you locate it.

Stopcock

The water stopcock is located in the ceiling access panel immediately outside your front door.



Privacy

All residents must respect others privacy.

All Boone's Homes flats have two sets of blinds in each window. The first blind is designed to allow light into your flat but ensure that those outside your flat cannot see into it.

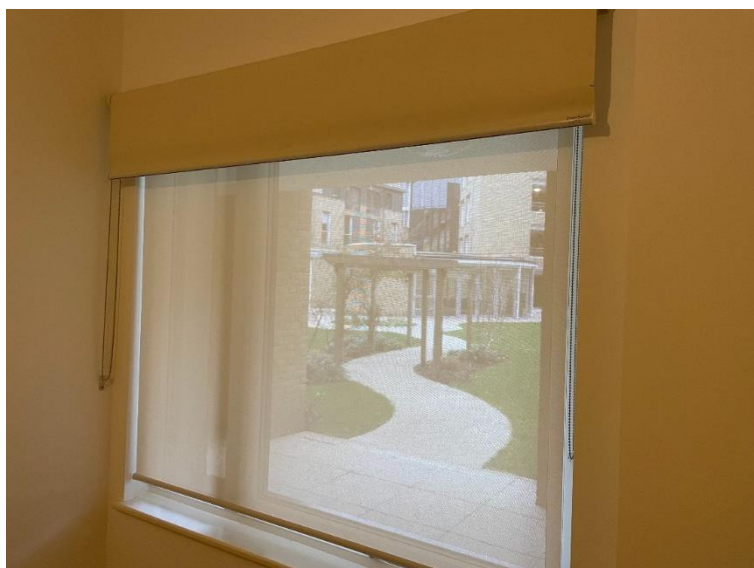
The second set of blinds is a traditional blind that will block out light.

Residents must not remove either of these blinds.

Access to your flat by Boone's Homes staff

Your privacy will be respected. The Boone's Homes staff will only enter your flat, or will only let contractors enter your flat:

1. with your permission, or
2. for work to be done in your absence (in relation to which staff will make a reasonable attempt to secure your permission beforehand), or
3. in an emergency (non-exhaustive examples would be medical, or plumbing-related), or
4. for periodic maintenance inspections or work, or
5. if there is an extended lack of response from you, or
6. to take meter readings if you do not provide access to your flat for this purpose when requested, or
7. the staff believe you are not complying with one or more conditions of your Letter of Appointment.



An example of when the Policy and Operations Officer (Almshouses) will enter your home with a contractor for periodic maintenance work is for servicing of your HIU. The One Housing HIU team is small and busy and therefore, when they visit CBC to service HIU's they have to service them all in a day or a couple of days. Therefore, it isn't realistic or reasonable for residents to not allow access for HIU servicing. If the timing of the servicing isn't convenient for residents as they will be out, the Policy and Operations Officer (Almshouses) will give contractors access to the flat.

Employment and Self-employment

Neither the almshouse site nor its garden nor your dwelling may be used or advertised as a place of business, either from which to conduct business or to store items connected with running a business.

However, using your flat to work remotely from your job over an internet connection or similar is acceptable. The Trustees reserve the right to decide whether your activity falls within this exception.

Section 6- In CBC/ Communal areas

Security

There are two aspects to security:

1. security of Christopher Boone's Court as a whole
2. security of your dwelling.

Security of Christopher Boone's Court as a whole

The entrance doors to Christopher Boone's Court are automatic and are kept closed by an electronic lock which is always on.



There is a second set of electronically locked doors shortly after the first set.



You will be issued with an electronic key fob, personal to you, to allow you to open those doors temporarily to enable you to enter Christopher Boone's Court.



These electronic doors are integral to the security of Christopher Boone's Court. Please DO NOT under any circumstances:

- prop them open, or
- hold them open for people following you, except for your personal visitors, or
- allow strangers or trades people to enter at the same time as you enter or exit the building.

When exiting, DO not push the doors as it will not open them but will break the doors. To exit the building, use the green exit buttons and then the doors will automatically open.



Remember: an honest person will not mind waiting at the locked door and using the buzzer to attract the attention of the particular resident who is expecting them.

A person wishing to come to your flat will need to press your flat doorbell at the outside of Christopher Boone's Court.



Boone's Homes will give you two spare fobs. These are for friends and family. Please ensure your friends and family have read this part of this Handbook, and please impress on them the importance of them complying with this guidance too, for the safety of everyone at Christopher Boone's Court. If you require additional fobs you can purchase them at cost - speak to the Policy and Operations Officer (Almshouses) about this.

Apart from friends and family, please DO NOT lend your key fob to anyone else, even for a very short time.

When entering and exiting Christopher Boone's Court, do not push or pull the automatic doors. They will not open if you do this but you will break the doors. Either tap your

Security of your individual dwelling

DO:

- ✓ Keep your front door locked at all times
- ✓ Use the spy hole to identify callers before opening the door
- ✓ The chain should only be used to open the door a few inches when identifying callers and not kept in permanent use as this may prevent access in an emergency.

- ✓ If you would like Boone's Homes to fix a key safe for your dwelling outside your front door, please speak to the Policy and Operations Officer (Almshouses).

DO NOT

- ✗ Allow a stranger to enter your home without proof of identity. (If you are in doubt, please call the Policy and Operations Officer

(Almshouses), a family friend, the police or the Community Alarm Service).

- ✘ Leave ground floor windows open so that intruders can gain access
- ✘ Keep significant amounts of cash or valuables in your home.

BE AWARE OF bogus officials or doorstep salesmen. Always ask for proof of identity.

Keys and locks to your dwelling

The Policy and Operations Officer (Almshouses) holds a sub-master key which can open your front door, but it will only be used in the circumstances described under 'Access to your dwelling by Boone's Homes's staff'.

The Community Alarm Service also hold a sub-master for use in an emergency.

You must not have spare keys made for your dwelling.

You must not fit locks and chains without the Trustees' consent as these may delay access for emergency services.

Refuse collection and recycling

You will need to separate your refuse into:

- General Waste
- Recycling.

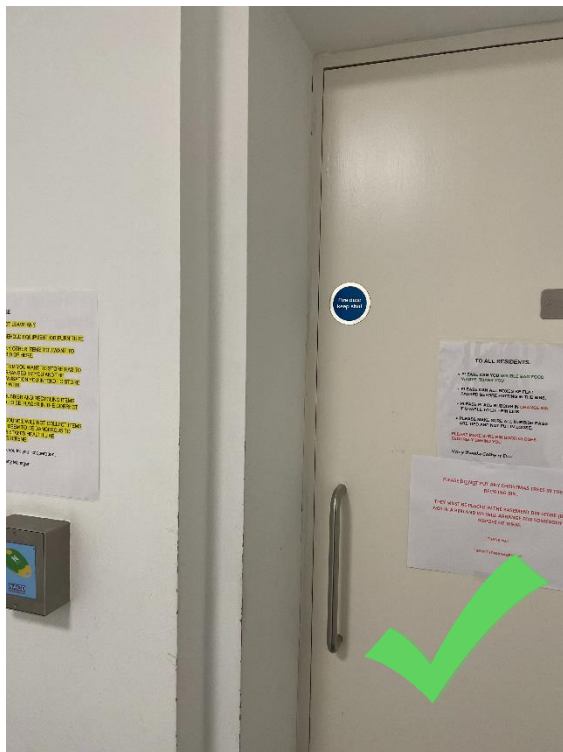
You will be issued with a 'how to' guide when you move in, and this will include instructions on where to put your general waste and recycling, and collection timetables.

The General Waste collection bins are located at both the Blessington Road and the Middleton Way exits from Christopher Boone's Court. As you exit the building you will see them in a separate 'shed' which you can access using your electronic key fob.



Please ensure that you make sure that the door to the bin 'sheds' are fully

Door is flush to the door frame
and is therefore securely closed



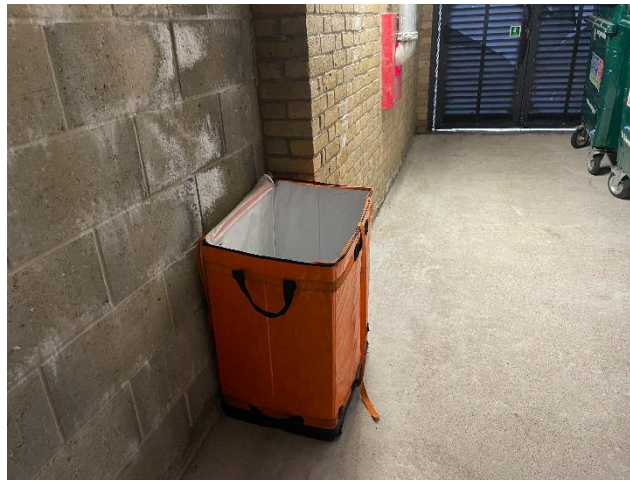
Door has not been pushed in to be
securely closed



closed behind you when you are leaving. This ensures that the site remains secure.

The recycling bins are in the same location. For the detail of what can be recycled see the 'Welcome Pack' from One Housing Group.

If you cannot lift the lids on the bins, please put your rubbish in the small orange bin located in the bin store at the Blessington Road exit.

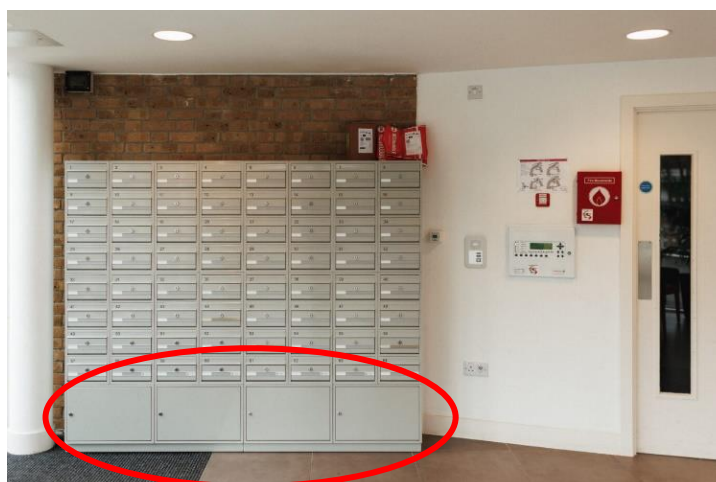


Please double-bag all food waste before placing it in the bin. All boxes must also be flat before putting them in the bins. Make sure all rubbish bags are tied and not put in loose.

Please do not leave any rubbish outside of your front door or on your balcony.

Deliveries and parcels

In the main foyer, there are letterboxes for each flat. You will be given a key for your letterbox when you move in.



Underneath the letterboxes, there are four larger boxes that are locked by keys, that are circled in red in the image above. When there is not a parcel in the parcel box, the key is left in the lock of the box. When a parcel is delivered, the postman unlocks a parcel box with the key, and will place your parcel in the box. They will then put the corresponding key for the parcel box into your letterbox.

After you have used the key to open your letterbox and retrieve your parcel, please leave the key in the lock of the parcel box.

If you have any questions about this, the Policy and Operations Officer (Almshouses) will be able to show you how the system works and what to do.

Social Activities

Whilst living at Boone's Homes can offer you peace and quiet, there are also lots of opportunities to get involved in the active community through a regular programme of residents' social events.

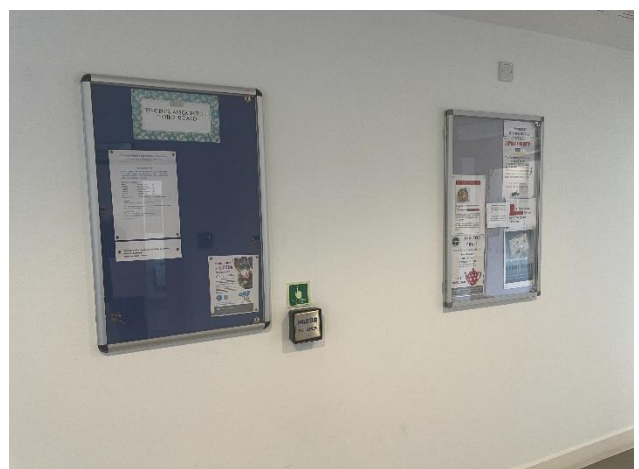
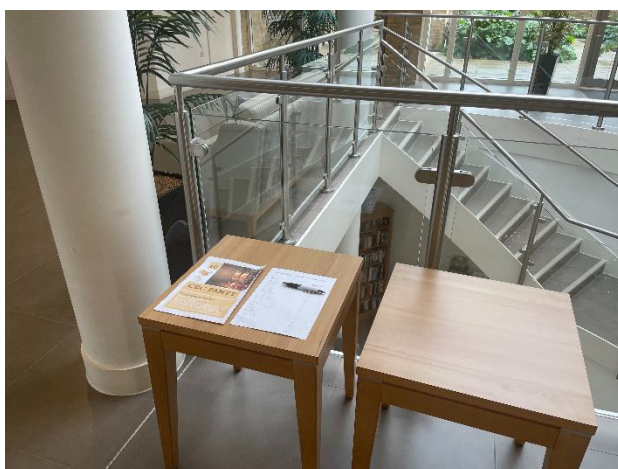
There is a regular weekly programme of activities for residents at Christopher Boone's Court run by Age Exchange. These activities include chair yoga, singing and art classes. These activities are funded

by Merchant Taylors' Boone's Charity and are free for Boone's Homes residents.

There are several events held throughout the year for almshouse residents by Merchant Taylors' Boone's Charity at Christopher Boone's Court. All non-almshouse residents are also invited as guests to these events held at Christopher Boone's Court. These include a Summer Cream Tea in mid-summer and a barbeque in late summer/early autumn, both of which are held at Christopher Boone's Court.

Boone's Homes residents are also invited to events at Merchant Taylors' Hall in central London twice a year, for a Christmas Dinner and to attend a concert.

Residents also often organise coffee mornings and their own regular events and activities. To see what is on, please check the residents' notice board in the main foyer and the tables by the main staircase.



Car Park

The use of the car park onsite at Christopher Boone's Court is strictly for the use of visitors, staff, contractors and carers. The car park is not to be used by residents to park their cars, unless in certain circumstances as explained below.

It is a resident's own responsibility to organize and pay for a permit to park on the road outside CBC with Lewisham Council.

Permits

To obtain a permit for their visitor to use, residents must ask the Policy and Operations Officer (Almshouses) or the One Housing Property Manager at the Managers' Office.

Visitors will be given a permit for an agreed time period.

When the visitor leaves the car park, it is the responsibility of the resident to ensure that the managers are given back the permit within 2 hours, when this is during the managers' working hours.

The permit can be returned to the managers in their office, or placed in the Managers' Letterbox in the main foyer.

Resident's use of the car park

The car park is not for use by residents, unless under exceptional circumstances. Such circumstances may include when a resident's car is being serviced so they temporarily have a hire car which cannot be parked on the road.

In these circumstances, the residents must explain their need to the managers who will grant them a parking permit to park in the car park.

This is at the discretion of the managers at CBC, and will not be discussed with other residents.

Parking in bays that do not require a permit

There are a number of bays in which visitors can park without a permit. These are B, C, H and I.

We ask that these spaces are left for carers and emergency services as much as possible.

Fines

It is not the responsibility of the managers at CBC to monitor the car park.

If a resident or a visitor parks in the car park without a valid permit in a bay that needs it, the resident is at risk of receiving a parking ticket and

fine from parking enforcement agency CPM. It is not the role nor responsibility of the managers at CBC to discuss any fines that residents receive with CPM.

If a resident receives a parking ticket from CPM which they believe was made in error, the resident can appeal this with CPM. It is not the responsibility of any managers at CBC to contact CPM on behalf of residents.

Gardens

Central garden and 'summer' room

The central garden and 'summer' room are intended to be the main areas for residents to enjoy.

Residents must not leave bread, or any other food intended for birds or any animals in the gardens, on your balconies or anywhere on the estate at Christopher Boone's Court. This is so as not to encourage vermin.



The gardens are not to be used for sunbathing, ballgames, skateboarding, rollerblading or for residents to host their own barbeques.

If residents have guests visiting them that include children, residents must not allow children to run in or play in the communal gardens.

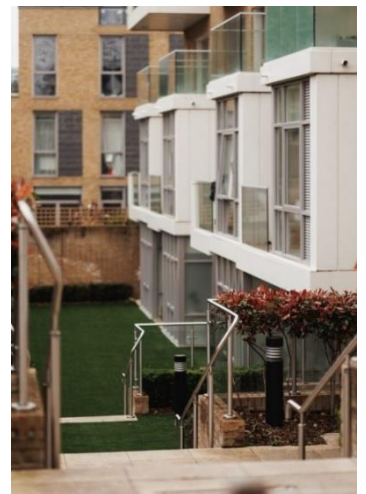
Vegetable Garden

There is a raised border within the central garden, specifically designed for **all** residents who wish to grow their own vegetables. If you wish to use this vegetable garden, please contact the Policy and Operations Officer (Almshouses).



The Eastern Garden.

The garden along the eastern edge of Christopher Boone's Court is divided into two distinct sections. The upper patio area is intended for all residents to enjoy. However, the lower garden area is immediately outside the living room windows of the garden level so please respect their privacy at all times.



There is a raised ledge in the eastern garden. If you have too many plants for your balcony, then excess plants can be placed on the ledge.



Laundry room

The laundry room is located on the lower ground floor of Christopher Boone's Court.



The communal laundry facilities are to be used only for washing heavy soiled items such as duvets.

The laundry room is kept unlocked so residents and carers can access



the facilities when necessary. Instructions on how to use both the washing machine and dryer are posted next to the machines.

It is the residents' responsibility to ensure that they are only using the washing machine for washing heavy, soiled items and not washing other items such as clothes.

If it is brought to the attention of the Policy and Operations Officer (Almshouses) that residents are using the facilities for items other than heavy soiled items, the Policy and Operations Officer (Almshouses) may revoke residents' access to the washing machine.

Clubroom

The clubroom is located on the lower ground floor. The clubroom is for the use of all residents and can be used at any time.

The clubroom door should be kept locked at all times when it is not in use. For instructions on how to access the key to the clubroom, please ask the Policy and Operations Officer (Almshouses).

It is the responsibility of residents to ensure that the clubroom is left tidy after use.

Section 8- Repairs

Report a repair

One Housing Group are responsible for the built fabric of your dwelling, and for all issues arising up to the front door of your dwelling and for the heating/hot water supply inside your dwelling.

Please use the One Housing Group 'Customer Contact Centre' helpline in relation to any of the following:

- Blocked drains
- Problems with electricity supply to your dwelling
- Problems with heating or hot water supply to your dwelling
- Problems to do with the built fabric of your dwelling, eg a broken window.

The One Housing Group Customer Contact Centre number is:

 **0300 800 1630**

Open Mon-Fri 9am to 5.30pm and Sat 10am to 1pm

☎ 020 8979 2220

for emergencies out of office hours

In relation to problems affecting the inside of your dwelling, which are NOT listed above:

Contact the Policy and Operations Officer (Almshouses), who is an employee of Merchant Taylors'.

☎ 020 4511 6301

✉ almshouses@merchant-taylors.co.uk.

If you would like a paper copy of the Repairs policy, please ask the Policy and Operations Officer (Almshouses).

General maintenance of your home

In terms of the general maintenance of your home, residents are responsible for the following:

- keeping it clean and in good condition
- reporting repairs as soon as you become aware of them
- insuring your home possessions
- giving us access to your home to carry out repairs or any other essential work

- all repairs to your own belongings.

Changing and replacing light bulbs

If you have any concerns over your ability to change a lightbulb, for example it is not safe for you to stand on a chair to reach the ceiling, then please speak to the Policy and Operations Officer (Almshouses).

It is the responsibility of residents to buy their new lightbulbs but the Policy and Operations Officer (Almshouses) can arrange for Boone's Homes contractors to change the lightbulbs in your flat.

Section 9 - Health and Safety

Doctor and Emergencies

If you do not have a General Practitioner (GP), you must register with a GP practice in the neighbourhood and give the name of your GP to the Policy and Operations Officer (Alsmhouses). You can find the contact details of local GP practices online, or on page ...

If you have developed a new chronic health problem since moving into Boone's Homes's accommodation, you must update Linkline. This will mean that if the emergency services are called to help you, Linkline can alert emergency services to your condition.

Your Community Alarm Service (CAS) pendant/bracelet - "Linkline"

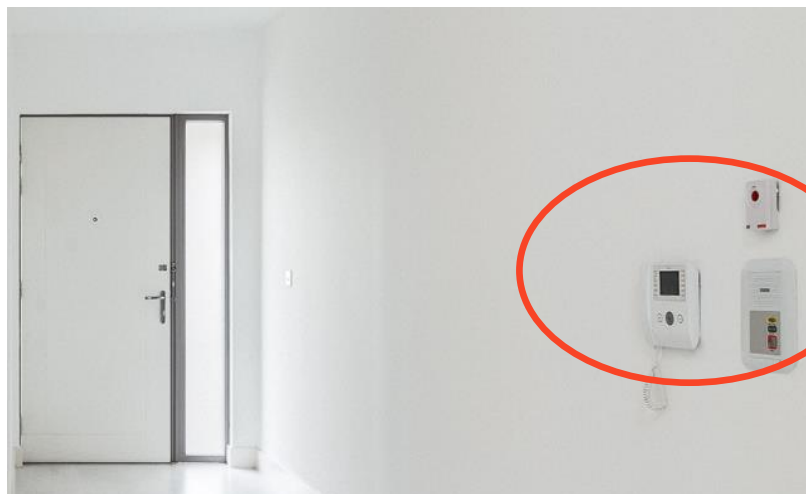
Boone's Homes will provide you with a Community Alarm Service alarm device which can be worn as pendant or bracelet to enable you to summon help in an emergency (for example, a fall) or an urgent problem which cannot wait until the Policy and Operations Officer (Alsmhouses) is next on site (for example, locking yourself out of your dwelling).

If you press the pendant, a helpline connects you to the Linkline call centre staffed by Lewisham council employees which is manned 24

hours a day, 365 days year. The alarm works anywhere within Christopher Boone's Court.

Please wear the pendant when you are at Christopher Boone's Court, since otherwise you might not be able to reach it in an emergency.

There is also an emergency button in the hallway of your dwelling, and a video intercom system to enable you to see, hear and speak to anyone who presses the doorbell for your dwelling outside Christopher Boone's Court.



Emergency Contact Details

When you move into CBC, the One Housing Property Manager will ask you to fill out a form for Linkline. This form will ask for information on your health, any medication you have, your next of kin and emergency contact details. By filling out this form, you will ensure that Linkline have accurate information about your health which may be very

important if you have a fall and Linkline can then instruct the paramedics on your health and any medication you are on.

If your medication has changed or you have been diagnosed with a new health condition, it is your responsibility to ask the One Housing Property Manager for a new Linkline form which the Property Manager will pass on to Linkline when you have completed it.

Fire Safety

Fire Precautions

The almshouses comply with the appropriate fire regulations. The fire policies are frequently reviewed. All of the almshouses are fitted with heat detectors in the kitchen and a smoke detector which, on sensing smoke, will trigger the fire alarm locally within your dwelling. If a resident is hard of hearing, they should ask the Policy and Operations Officer (Almshouses) to arrange appropriate equipment to alert them in the event of an emergency.

Avoiding the Risk of Fire

Please be conscious of the risk of fire, for example, regularly checking at night or before going out that appliances have been fully switched off. It is especially important that those who smoke in their own almshouse dwelling do so responsibly and are aware of the risk of falling asleep or

getting too close to curtains while smoking. Do not wedge doors open or leave cooking unattended, and use ash trays if you smoke.

Before going out or going to bed, always check that you have switched off the cooking hob and any other appliances designed to generate heat.

Smoking in bed or in the common parts of the estate is strictly forbidden. Please be considerate to others and avoid smoking in their presence as the risks associated with passive smoking are now well recognised. If you are expecting visitors, please air the room beforehand so that any smoke can dissipate.

Emergency action in case of fire

The Policy and Operations Officer (Almshouses) will explain to you the fire instructions which apply in the event of a **fire in your dwelling**.

If the **fire is not in your dwelling** but you hear the fire alarm, you should remain in your dwelling and await further instructions. Wear warm clothing and switch off any appliances. When the fire alarm sounds, the fire service should respond immediately. The building has been designed to resist the spread of fire and smoke and, provided that the door to your dwelling and the fire doors on site remain closed, there

will be plenty of time for the fire service to arrive and organise the evacuation.

Smoking policy

Smoking is only permitted inside your dwelling, and is forbidden in all other places on the almshouse site.

Within your dwelling, please be considerate to others and avoid smoking in their presence, due to the health damage caused by passive smoking.

Always follow the guidance in this Handbook on 'Avoiding the Risk of Fire'.

Slips, Trips and Falls

The Trustees wish to draw your attention to the need to exercise care when using the footpaths in wet, snowy or icy weather, both within and outside Christopher Boone's Court.

Section 10- If things go wrong

Personal Problems

If you have any personal problems over money or any other matter and you have no family or friends whom you feel able to consult, the Policy and Operations Officer (Almshouses) will be able to signpost you to organisations that may be able to help you. Alternatively, please find a list of useful organisations that may be able to offer you support or advice in section 11.

Your concerns will normally be treated in the utmost confidence, with the proviso that Boone's Homes would be obliged to inform the police and/or social services about any information indicating criminal activity and/or the risk of serious harm to any person.

Safeguarding

The trustees and staff of Boone's Homes acknowledge that all residents, staff, volunteers and visitors have the right to a safe and secure environment and respect for their dignity, privacy, independence and individuality.

The safeguarding policy has been developed to protect those who live at, work and visit Boone's Homes and to ensure any concerns about physical, sexual or emotional abuse or neglect will be dealt with quickly and effectively.

Any resident who feels that they are being abused in any manner should immediately contact Boone's Homes, its officers or agent. Boone's Homes will, where appropriate, work with other agencies, to resolve matters.

For more information on MTBC's Safeguarding Policy, please ask the Policy and Operations Officer (Almshouses) for a copy of the policy/ click here to see the policy (for handbook on website).

MTBC's Safeguarding Policy is set out [here](#). If you would like a paper copy of the policy, please ask the Policy and Operations Officer (Almshouses).

Anti-Social Behaviour

Boone's Homes is committed to tackling Anti-Social Behaviour in a responsive, victim-centred, proportionate, and robust manner. In order

to achieve this, Boone's Homes follows the Anti-Social Behaviour Policy. The policy applies to all Merchant Taylors' residents, their household members and their visitors, and may applied in appropriate circumstances to third parties.

Boone's Homes will also endeavour to ensure that residents are able to resolve incidents of low-level nuisance without formal intervention.

Please click [here](#) to view the ASB policy or ask the Policy and Operations Officer (Almshouses) to provide you with a copy of the policy.

Managing Unacceptable Behaviour towards Staff

Boone's Homes aims to deliver high quality services to all Merchant Taylors' residents and ensure fair treatment for everyone. In order to do this, we work to be open and accessible.

Our staff are entitled to be treated reasonably and courteously in all circumstances, and will treat you the same way. You are responsible for your own behaviour, and that of your family members, guests, visitors and anyone delivering goods or services to your flat.

Unfortunately and occasionally an individual will behave in a way that makes it difficult for Boone's Homes staff to deal with them. This may be a Merchant Taylors' resident, or a One Housing Owner-Occupier at Christopher Boone's Court, or a guest, contractor or other agent.

MTBC's [Managing Unacceptable Behaviour Policy](#) sets out what we consider to be unacceptable behaviour and how we will deal with those displaying such behaviour. If you would like a paper copy of the policy, please ask the Policy and Operations Officer (Almshouses).

Complaints

We aim to provide a responsive service to our residents. Your comments about our service are always valued as there is no-one better placed to identify the things that we can do better for you.

So, whilst we hope you never need to make a complaint, we do have a procedure in place which enables you to do this. We will investigate and respond to all complaints fairly and efficiently according to our Complaints Policy.

For more information on MTBC's Complaints Policy, please ask the Policy and Operations Officer (Almshouses) for a copy of the policy or click [here](#) to read the policy.

Housing Ombudsman

If you remain dissatisfied with the Trustees' decision, you have the right to take your complaint to the Housing Ombudsman Service. This is an independent national service, funded by a levy on Registered Providers of Social Housing such as Boone's Homes. For contact details of the service, see <http://www.housing-ombudsman.org.uk>.

The Ombudsman Service will only be able to consider your complaint if satisfied that, in good faith, you have used Boone's Homes's own procedure for handling complaints as set out above and have exhausted it.

Section 11- Useful information

Local Amenities

Doctors

Belmont Hill Surgery

36 Belmont Hill

London,

SE13 5AY

020 3675 0752

www.belmonthillsurgery.co.uk

Lewisham Medical Centre

308 Lee High Road

London

SE13 5PJ

020 8318 0190

www.lewishammedicalcentre.nhs.uk

Dentist

Belmont Park Dental

4 Belmont Park

London

SE 13 5BJ

020 297 0053

www.belmontparkdentalcare.co.uk

Lewisham Dental Practice

1st and 2nd Floor

8-12 Lee High Road

London

SE13 5LQ

020 8852 3000

www.lewishamdental.co.uk

Pharmacy

Braum Pharmacy
10-12 Manor Park Parade
Lee High Road
London
SE13 5PB

020 8852 1374

Lloyds Pharmacy
Sainsburys
14 Burnt Ash Road
London
SE12 8PZ

Late opening hours
020 8852 8495

www.lloydspharmacy.com

Banks

Barclays Bank
93 Lewisham High Street
London
SE13 6BB

0345 734 5345

www.barclays.co.uk

HSBC
85 Lewisham High Street
London
SE13 6BE

03456 040 626 (new customers)
03457 404 404 (existing customers)

www.hsbc.co.uk

Lloyds Bank

120 Lewisham High Street

London

SE13 6JG

0345 3000000

www.lloydsbank.com

Santander

129 Lewisham High Street

London

SE13 6AQ

0800 912 3123

www.santander.co.uk

Post Office and post box

Lewisham Post Office

59 Riverdale Lewisham Centre

London

SE13 7EP

Natwest

80 Lewisham High Street

London

SE13 5JJ

03457 888 444

www.personal.natwest.com

Post box- Church Terrace

Last weekday collection 5:30 pm

Last Saturday collection 12:00 noon

0345 722 3355

www.postoffice.co.uk

Community Centre

Lewisham Way Youth and
Community Centre
138 Lewisham Way
London
SE14 6PD

Library

Lewisham Library
199-201 Lewisham High Street
London
SE13 6LG

020 8314 8430

www.lewisham.gov.uk

Supermarkets

Aldi

Rushey Green

London

SE6 4JD

Lidl

104-120 Lee High Road

London

SE13 5PR

Tesco

Lewisham Superstore

20 Lewisham Road

London

SE13 7PY

Sainsburys

Lewisham Superstore

Unit 33, Lewisham Centre

London

SE 13 7EP

Useful Organisations

Organisations that provide health and wellbeing support:

1) Community Connection Lewisham

Community Connection Lewisham can connect you with groups, activities and services in the local community that can support your health and wellbeing.

☎ 0330 058 3464 (from 9:30 am – 4pm Monday- Friday * except Thursdays when the line is open from 2-4pm)

🌐 <https://communityconnectionslewisham.org/>

☎ Free weekly drop in sessions (please contact Community Connection Lewisham by phone to find out the date, time and location of the drop in session)

2) Age UK Lewisham and Southwark

Age UK provide services and support that can help if you are struggling with isolation.

✉ 020 7701 9700

🌐 <https://www.ageuk.org.uk/lewishamandsouthwark/>

3) The Lewisham Community Wellbeing Hub

The Lewisham Community Wellbeing Hub provides targeted support to help people in Lewisham to manage their mental health.

✉ 0208 609 6747

✉ Lewisham-Wellbeing-Hub@Together-uk.org

4) NHS Help With Health Costs Scheme

If you have a low income, the NHS Low Income Scheme could help you pay for things like NHS prescription charges.

🌐 <https://www.nhsbsa.nhs.uk/nhs-low-income-scheme>

Organisation to contact for support if you are worried about financial issues:

1) Citizens Advice Lewisham

Citizens Advice can provide you with support and advice on issues including debt, benefits, employment, housing and money troubles.

🌐 <https://citizensadvicelewisham.org.uk/>

✉ Call Enquiryline on 0800 231 5453 (freephone). Opening hours:

- Monday: 9am-12.30pm & 1.30pm-5pm

- Tuesday: 9am-12.30pm & 1.30pm-5pm
- Wednesday: 9.30am-12.30pm & 1.30pm-5pm
- Thursday: 9am-12.30pm & 1.30pm-5pm

2) Money Helper

Money Helper provide free, confidential advice.

 <https://www.moneyhelper.org.uk/en/money-troubles>

 0800 138 7777

3) Turn2Us

Turn2Us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.

 <https://www.turn2us.org.uk/get-support>

4) Mental Health and Money Advice

Mental Health and Money Advice provide advice and support for those people experiencing issues with mental health and money

 <https://www.mentalhealthandmoneyadvice.org/en/>

5) National Debt-line

This organisation provides free, independent and confidential advice about debt. You can contact them over the telephone or letter. You can also chat to an advisor online.

 <https://www.nationaldebtline.org/>

 **0808 808 4000** (Monday - Friday 9am to 8pm and Saturday 9.30am to 1pm)

 National Debt-line Tricorn House, 51-53 Hagley Road,
Edgbaston, Birmingham B16 8TP