



The Whiteley Homes Trust

Residents' Handbook



Autumn 2021

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The Whiteley Homes Trust
Charity Registration No. 1103056
(England & Wales)

Introduction



This updated handbook provides residents with information about our charity, The Whiteley Homes Trust, the services and facilities within Whiteley Village and details of your property. It also provides information and advice about the Village and the Trust, how they operate, what the staff can do for you, and areas that are your responsibility.

The handbook supplements and explains the rules and regulations in your **Licence to Occupy**. Please also refer to Official Notices, the weekly village Bulletin, `In Touch` the monthly Trust newsletter and letters from the Trust that are placed on noticeboards or delivered.

On behalf of those leading and working for the Trust, I hope the information this handbook provides will help you to be happy in your home in Whiteley Village.

Rachel

Rachel Hill
Chief Executive
The Whiteley Homes Trust

Useful Telephone Numbers

Whiteley Village Telephone Numbers

Main Reception: Eliza Palmer Hub	01932 842360
The Housing & Support Team Office	01932 825844
Care at Home Service	01932 550742
Repairs & Maintenance	01932 825825
Village Shop	01932 858550
Village Post Office	01932 821467
The Clubhouse	01932 264544

Emergency Telephone Numbers

Fire / Ambulance / Police	999 or 112
Other medical emergencies	111
Police Non-Emergencies	101
Whiteley Village Out of Hours Emergencies	0333 321 6349

Elmbridge Borough Council

Switchboard	(01372) 474000
Environmental Care Division	(01372) 474775
Housing Benefit Division	(01372) 474060
Council Tax Helpline	(01372) 474030

Local Facilities and NHS

Hospitals: St. Peter's Hospital (A & E)	Ashford Hospital (Walk-in
Guildford Road	Centre), London Road
Chertsey KT16 OPZ	Ashford TW15 3AA
01932 872000	01784 884488
Surgeries: Hersham Surgery	Walton Health Centre
Pleasant Place	Rodney Road
Hersham KT12 4HT	Walton KT12 3LB
01932 229033	01932 504410

NHS out-of-hours: 111

Nearest pharmacy:

Hersham Pharmacy, Hersham Green Shopping Centre KT12 4HL (9.00am - 6.30pm) 01932 228667

Local out of hours pharmacies:

Boots, 22A High Street, Cobham KT11 3EB (8.00am - midnight) 01932 588772

Tesco Pharmacy, Barns Wallis Drive, Brooklands, Weybridge, KT13 0XF (6.30am - 10.30pm) 01932 611004

Part 1

The Whiteley Homes Trust and Whiteley Village – Our History



William Whiteley 1831-1907

William Whiteley was born in Yorkshire in 1831 and as a young man visited the Great Exhibition of 1851 in London's Hyde Park.

Inspired by all he saw, he moved to London and began a career that was to lead him to become a pioneer of large department stores, with a world-wide reputation as the "Universal Provider".

When his Will was read, following his untimely death in 1907, it was found he had left a bequest of one million pounds. To administer this huge sum, he created a Trust.

The Whiteley Homes Trust

The first meeting of the Trust was held in June 1907 and consisted of William Whiteley's two sons and eight highly distinguished Trustees.

The Bishop of London was elected Chairman. There have been many Trustees over the intervening years, serving for long periods.

From 1919 to 2013 the Trust was supported by a series of six Wardens who were responsible for the day-to-day running of the Village. This is now undertaken by a Chief Executive Officer supported by the Executive and a team of staff.

The initial deliberations of the Trust were lengthy and complex, with inevitable resort to the Courts for clarification of some parts of the Will. As a result, it was not until 1911 that the site was purchased for the development of Whiteley Village.

The Development of Whiteley Village

The Trustees invited seven leading architects of the day to compete for the design of the Village from which one, with a central octagonal arrangement surrounded by ancillary buildings, was deemed the most suitable. This created a community atmosphere and allowed for easy walking distance between cottages within the eight sections and to the public buildings.

Each of the architects was invited to design at least one of the sections using common external materials and based on some specified internal requirements, achieving an overall harmonious aspect with individual variations in style.

Despite the onset of the Great War, a foundation stone was placed at the centre of the octagon in 1914, depicting a figure of "Industry", a carving of the "Ship of Enterprise" and an inscription to the memory of William Whiteley. Building the cottages began thereafter.

The first to benefit from the vision of William Whiteley, the devotion of Trustees and the skill of the architects and surveyors, was Eliza Palmer, a retired nurse who took up residency with some 25 others in October 1917.

Cottages then consisted of a living room, with an alcove bed recess, scullery with basin, toilet, coal store and a larder. To meet changing requirements, a major refurbishment programme was undertaken throughout the 1960's by equally skilled, modern architects and again during a ten-year conversion programme started in 2005. The original cottages and all 115 streetlamps are Grade 2 listed.

With the arrival of the first residents, attention switched to the provision of public buildings, starting with The Hall and the Club and in due course, the church and the many ancillary buildings.

Conservation Area

A Conservation Area is defined as an "area of special architectural or historic interest, the character of which it is desirable to preserve or enhance". It is the quality and interest of the area, rather than the individual buildings which is of primary interest when designating a conservation area. There are 26 designated conservation areas within the Borough of Elmbridge including Whiteley Village. Whilst recognising the need for change and acknowledging that historic areas should not stagnate, their designation places a duty upon the Council to ensure that their character and appearance are protected and that the design of any new development that does go ahead makes a positive contribution to such areas.

In addition, the majority of the Trust's buildings were listed as Grade 2 buildings in 1984 thereby adding an extra layer of protection. Statutory listing covers both external and internal features of a listed building. If the Trust wishes to alter, extend or demolish a listed building in a way that affects its character as a building of special interest it must first obtain Listed Building Consent.

In practice this affects the Trust and Residents by requiring written consent from Elmbridge Borough Council before making alterations whether extensions to buildings, introducing hard landscaping and paving stones into gardens or carrying out works to the trees. Building repairs should be carried out with traditional materials.

The Whiteley Homes Trust and Whiteley Village – Today

Our Mission, Values and Vision as a charity

The Whiteley Homes Trust's charitable mission is to provide good homes for the elderly poor with access to care.

Our values are ***Honesty, Integrity, Involvement, Ambition*** and ***Respect*** between all staff, volunteers and residents.

Our vision is to be the preferred choice for housing for the elderly poor, where residents live in a sustainable and supportive community that meets the holistic needs of each of its residents and cares for the village as a whole.

Trustees

The Whiteley Homes Trust is governed by a board of voluntary Trustees. Day-to-day administration, management and governance is carried out by the Chief Executive and the Leadership team. Photographs and biographies of current Trustees and the Leadership team can be found on the charity's website at www.thewhiteleyhomestrust.org.uk.

Residences

- **Huntley House**

The first extra-care facility in Surrey, Huntley House opened in 2003 and has 51 self-contained flats for single or double use, with some communal facilities.

- **Cottages (Almshouses)**

The village comprises of 261 Almshouse cottages which are provided by the Trust for independent living. Almshouses provide security and community. Residents are encouraged to make friends and to share a wider social life through the activities and events within the village.

- **Drapers' Crescent**

Though similar in appearance to the cottages within the Octagon, the 16 two-bedroom cottages in Drapers' Crescent were built in 2003 as a result of a merger with the Henry Lucas Trust in Wokingham which had been administered by the Drapers' Livery Company.

- **The Chaplaincy**

Originally built for the Village chaplain, the chaplaincy was later converted into four self-contained flats for Residents.

Part 2

Terms of Occupancy

Licence to Occupy

Residents have a Licence to Occupy which they will have signed when they are invited to be a resident. As a beneficiary of an Almshouse Charity, residents are not tenants and do not have security of tenure. However, the Trustees will not ask a resident to leave unless there are exceptional circumstances. These may include, but are not exclusive to the following: :

- If they cease to be an eligible beneficiary of the Charity (for example, if they are no longer able to live independently and need more care
- If they won, the Lottery or inherited a substantial amount of money)
- If they no longer comply with the terms of their Licence to Occupy for other reasons
- Persistent anti-social or unreasonable behaviour towards other resident's or the Trust.

The Trust reserves the right to vary the terms of the licences if necessary.

Weekly Maintenance Contributions (WMC)

The Weekly Maintenance Contribution is the payment which residents make for occupying the almshouses. Payment is collected by monthly direct debit.

Service Charge (SC)

The Service Charge is the amount which residents are charged towards the provision and operating costs of the communal equipment and other communal services provided. As with the WMC, payments are collected by monthly direct debit.

A breakdown of the annual service charge will be provided to residents along with the notification of the annual weekly maintenance contribution each year. The Trust as part of its charitable aims and in recognition of the size of the grounds contributes towards the costs, and therefore the total cost of a number of services are split between the Service Charge and the Trust.

At least one month's notice of any increase in the WMC and/or SC will be given.

Both the WMC and SC are eligible for Housing Benefit and cover **part** of the cost of maintaining the almshouses, running the Charity and the Estate grounds and facilities.

Personal Charge

Personal Charges are for utilities within certain properties, for example Huntley House heating and water. In addition, the Trust may look to introduce charges for Trust facilities used by various clubs and activities within the village as part of our Community Strategy. The reasoning behind this is in recognition that a number of clubs, such as Putting, Bowls and the Golf Course require specialist grass cutting, the cost of which is not appropriate to be charged Village-wide.

Housing Benefit and Universal Credit

The vast majority of residents are on low income consisting of the basic state retirement pension or universal credit allowance, with little or no savings, and may be entitled to Housing Benefit or Housing Allowance to help with the cost of the WMC. Some additional income over and above the basic allowances may still result in being eligible for some help with paying the WMC. To claim Housing Benefit, contact Elmbridge Borough Council's Housing Benefit Office.

Housing Benefit may either be paid directly to The Whiteley Homes Trust or to residents' bank accounts, and the Trust will then collect the WMC from your bank account by monthly direct debit.

If in receipt of Housing Benefit, please remember that it is the Villager's responsibility to inform the Council's Housing Benefit Department if there is a change in financial circumstances. It is also sensible to notify the Trust's Housing department. One example is coming into money through an inheritance which takes the savings over the threshold. Failure to inform the Housing Benefit Department could result in the claimant being overpaid Housing Benefit, which Elmbridge Council will then claim back from you at a later date.

RECEIPT OF THIS HANDBOOK AND LETTER OF APPOINTMENT IS DEEMED TO BE NOTIFICATION IN WRITING OF ANY ALTERATION TO THE RULES.

Next of Kin, Relatives and Visitors

The Housing and Support Team cannot take the place of the individual Villager's next of kin, relatives and friends. We hope that the next of kin, family and friends will give just the same support as they would if someone was living outside the Village. If they do not reside in the local area, we recommend that residents also provide contact details for a first responder who lives locally and can be contacted in the event of an emergency. With their help and co-operation, and with support from Social Services if necessary, we hope residents will be able to live independently for as long as they wish to, or are able to do so.

In exceptional circumstances, visitors are allowed to have an overnight stay in a cottage, with prior permission from the Head of Housing.

Grandchildren under the age of 16 are allowed to stay for up to 3 weeks but must be supervised and not create excessive noise or disturbance in the village.

Absence from Almshouses

If a resident is going to be away for 7 days or longer, please inform the Housing and Support Team. For the safety and security of the whole community and for fire safety reasons, the Trust needs to know who is absent. Please write to the Head of Housing if you plan to be away for more than 14 days. Almshouse residents are not permitted to be absent from their cottage for a total of more than 28 days in a calendar year. This is because almshouse charities must show their accommodation is being used at all times by those in housing need. However, there is some flexibility with this rule, and we are delighted when residents go on holiday or to stay with family and friends. All we ask is that you seek agreement if you are planning a trip of more than 14 days, or if you are going to exceed the maximum of 28 days away in one year.

Businesses

You may not run a business from your almshouse.

Anti-Social Behaviour

Anti-Social Behaviour (ASB) is usually defined as “behaviour which causes or is likely to cause harassment, alarm or distress to others.” Some examples of ASB are listed below – although the list is not exhaustive:

What may constitute ASB	What is acceptable within a communal environment
Intimidation, bullying or verbal abuse	People talking in their own homes
Criminal behaviour	Flushing toilet or shower noise
Persistent noise & rowdy behaviour	Electrical goods noise e.g. Washing machines / TV / radio during normal hours
Animals not kept under control and persistent barking	Occasional dog barking Walking dogs off lead in designated areas
Inappropriate litter & rubbish disposal/dumping / moving bins from designated area	A one-off party with advance warning
Feeding birds & wildlife	

What we may do:

We aim to support both the alleged victim and perpetrator as we gather evidence as part of our investigation.

We work with the appropriate external agencies as required, for example the Police and/or Social Services.

We will take the most appropriate, proportionate action if there is a case to answer. This could include:

- Verbal or written warnings
- Support Coaching or mediation
- Acceptable Behaviour Contracts

Complaints

We recognise a complaint as “an expression of dissatisfaction” about the standard of service, actions or lack of action by the Trust or staff, or contractors acting on our behalf, affecting an individual resident or group of residents.

In a communal environment it is recognised that people are different and have different views. You can obtain a copy of our “Being Neighbourly” document from your Support Worker or Section Representative, who are your first point of contact.

You can report an ASB incident or complaint in one of the following ways:

- In person by speaking to any member of staff
- Email: complaints@whiteleyvillage.org.uk

Your contact will be acknowledged; you will be advised of the manager identified as the most appropriate person to investigate the matter. You will be provided with a copy of the relevant policy the investigation will follow, either Anti-Social Behaviour or Complaints.

Moving In, Out or Within the Village

Four weeks’ notice, in writing, to the Head of Housing is required if you wish to move out of your property. During this notice period you will be liable for your WMC payments and other outgoings (such as Council Tax and utility bills), even if you have already moved out. Residents are responsible for clearing the property of all personal possessions and for paying the WMC and utility bills up until the date on which the almshouse is cleared and the keys returned to the Housing Team. On departure, gardens should be left tidy. Garden pots, ornaments and garden furniture should be removed.

Keys to the property will only be accepted back once the property has been completely cleared and checked by a member of the Housing Team.

When moving into or within the village, it is your responsibility to move your furniture. There are local removals companies that can help you with this.

In certain circumstances the Trustees may ask you to leave your almshouse. These are:

- If you do not comply with the rules set out in your Licence to Occupy and the Residents Handbook. These rules are made for the benefit of all residents.

- If you no longer qualify to live in the almshouse. It is possible that your circumstances have changed, and you are no longer eligible for charitable assistance.
- If you are no longer physically or mentally able to look after yourself and live independently, even with the help of your family and Social Services, or you become a danger to yourself, or/and other residents and/or the property.

The Trustees would only set aside an appointment as a last resort, after a fair process of investigation.

Part 3

Services Provided by the Charity

Housing Support

The Housing and Support Team support the general wellbeing of all residents. They will support a resident to enable them to live as independently as possible in their own home. Also to get the help they need and offer advice on how to contact outside agencies. A member of the Housing and Support Team is on duty during normal office hours (Monday to Friday, from 9am to 5pm).

The following is a list of some of the services that Housing and Support provide:

- First point of contact for residents.
- Welcome and introduction to life in the Village.
- Ensure residents know how equipment such as the heating and the 'I'm OK' service operates.
- Contact details for the relevant agencies to assist with independent living.
- Support with benefit applications.

Members of the Housing and Support Team do not provide personal care, collect shopping or prescriptions. If you require this type of support, it is available from the Care at Home Team, and those in receipt of Attendance Allowance often use the funds for this purpose. Please speak to the Housing and Support Team for a referral to this service or contact the Department of Works and Pension direct.

Community Services

The Trust's Community Team work together with residents, staff and volunteers to create a thriving, welcoming community where everyone feels valued. Any income generated by the community areas: the Clubhouse, shop, Lantern Café and therapy pool and from the hiring out of the Village Hall and Conservatory helps pay for the cost of providing community services.

Residents are encouraged where possible to 'give back' through using their time, skills and experience for the benefit of others, either through volunteering or by running clubs and societies, thus moving us towards a co-produced community.

The `I'm OK` Service - Cottages

The `I'm OK` community alarm service cost is included within the service charge and is available to all cottages. Most residents enjoy the reassurance it provides, especially those living on their own.

It is simple and quick to use, and a standard telephone handset replaces residents own telephones and can also be used for all regular calls. Just **press the OK button** on the phone **before an agreed time each day** to let the monitoring team know you are OK. If they do not receive this call, they will ring your number and, if there is no reply, will alert others to check on your wellbeing.

Wake-up calls, appointments, medication and other reminders, are all part of this system. For further information, please contact the Support Team.

Lifeline – Huntley House

Each flat is fitted with an alarm system. This operates the main door entry system and can be used in the event of an emergency to summon help from a member of staff.

In Huntley House there will be a staff member on site 24 hours a day as the first responder to emergencies and to ensure the security of the building.

The alarm system should only be triggered in the event of a real emergency as this blocks the call system and could result in another resident being delayed in calling for assistance. Non-emergency assistance is provided by the Care at Home Team.

Care at Home

The Care at Home team offers support to assist with independent living in your own home. The services provided are chargeable either funded by yourself or social services. If you feel you have care needs, please speak to a member of the Care at Home team who can advise you.

The service is available on a short or long-term basis, 7 days a week from 7am to 10pm and can carry out the following:

- Personal care to include washing and dressing
- Assistance with medication
- Housework duties, including laundry, ironing, vacuuming and cleaning
- Shopping and meal preparation
- Escort to medical appointments
- Wellbeing, companionship & welfare checks

An initial assessment is carried out by a member of the team who will agree what is necessary to meet a resident's needs, and the appropriate cost.

Repairs and Maintenance

The Trust is responsible for repairs. Work required should be reported to the Property Team and you will be advised at the time the repair is reported what the timescale is from the following:

Emergency repairs – within 24 hours and should be reported at any time. Examples of repairs that would be considered emergencies are:

- **Gas leaks.** These should be reported directly to the National Gas Emergency Service on 0800 111 999. Their full details and advice about what to do if you smell gas are available on the **National Grid website**.
- Total loss of electricity or a dangerous electrical fault (such as sparking cables). Check electricity fuse board (consumer unit)
- **Total loss of water supply or a major leak** (such as a burst pipe or water tank within the property)
- **If the resident has access to only one toilet and it is unusable.**
- **A blocked drain or serious leak of sewage.**
- **If the heating breaks down during winter where there is no other form of heating available.** Alternative provision of fan heaters is an intermediary response until the Maintenance Team are on site during normal working week.

- **Any other repair that poses a risk to you or the public or to the structure of the building** e.g. if a vehicle drives into the side of the building, the roof falls in, or a fire is started.
- **Blocked sink, bath or wash hand basin**
- **Uncontrollable leak of water from heating pipes, tank, taps or cistern.**

When a repair problem is categorised as an emergency, the Trust will respond as quickly as possible and within 24 hours. If we are unable to complete a permanent repair at that time, we will undertake whatever temporary measures are practical to ensure safety. On the next working day, we will undertake a permanent repair, where possible.

Urgent repairs – within 7 days and should be reported within office hours using the number given in page 4 of the Handbook. Examples of repairs that would be considered urgent (but not an emergency) are:

- Partial loss of electrical power or light
- Unsafe power, lighting socket or electrical fitting
- Partial loss of water or gas supply
- Loss or partial loss of water / heating
- Tap which cannot be turned off
- Leaking roof
- Insecure external window, door or lock
- Loose or detached stair handrail
- Door entry phone not working
- Extractor fan not working in a kitchen or bathroom with no other ventilation.

Routine repairs – within 28 days and should be reported within office hours using the number specified in page 4 of the Handbook. All other minor repairs should be reported in office hours.

Our maintenance operatives will contact you directly to agree satisfactory arrangements for them to attend to carry out the works. Exceptions will have

to be made if an emergency arises or if access is required to rectify an urgent problem.

- **Light Bulbs**

The Trust does not supply replacement light bulbs unless it is a fluorescent tube or a sealed light cover for example in the kitchen or bathroom. A list of volunteers is held with our Repairs Administrator who may be able to assist with purchase and installing. You can find all relevant numbers on page 4.

When a ceiling light blows, the mains switch for the lights will trip, turning off other lights or appliances. All that is required to turn on the overhead lights back on is to flick down or up the appropriate mains switch on the consumer box. Staff will be able to demonstrate or talk you through this if required.

- **Inside the property – decoration and floor coverings**

The Trust ensures all properties meet our agreed standards prior to being offered to a new resident. Residents who may wish to decorate or change the carpets during their occupation must seek permission from the Property Team before undertaking any works themselves. Any costs incurred by residents without prior agreement will not be reimbursed.

Only neutral paint colours are permitted. Wallpapering is not permitted and all works are inspected by the Property Team on completion.

Insurance

The Trust insures all its buildings on comprehensive cover. Residents are responsible for their own contents' insurance. Residents are advised not to keep large quantities of money at home and staff are not allowed to look after money on your behalf.

Communications

- **Weekly Village Bulletin**

Every Thursday the Trust publishes a weekly Bulletin for all residents with useful and sometimes urgent updates. This is sent to residents via email or in print depending on needs and preferences. All new residents are given a New Resident Communications Form for completion on arrival where you can provide your email details for the Bulletin distribution list if you wish. Please hand completed forms to your support worker or into Reception. If you would prefer a paper copy of the Bulletin delivered to you, please speak to your Section Representative.

- ***In Touch* newsletter**

The Trust's monthly newsletter *In Touch* contains news about the work of the Trust as well as from the Village and its residents. It is distributed with the Bulletin so can be emailed or delivered to you. It is also available to download from the Trust's website.

- **Social media**

If you use social media, news from the Trust is also available across a variety of platforms, including Facebook, LinkedIn, Twitter and Instagram.

- ***The Octagon* magazine**

This monthly magazine is produced by residents for the residents and is delivered each month to every resident. New residents are encouraged to introduce themselves in the magazine if they wish to. For details about how to do this, please see the New Resident Communications Form.



There are some stunning displays in the Spring from the Village's many cherry and magnolia trees

Part 4

General Information and Village Rules

Inside your property

1. Adaptions

Residents may not carry out any adaptions or alterations to their property. Exceptions include requests by an Occupational Therapist via Elmbridge Borough Council and these must be approved by the Head of Property.

2. Fixtures and Fittings

Please take great care when adding or removing fixtures or fittings, for example this includes hanging up pictures, putting up shelves or TV brackets. If you need help please ask a neighbour, friend or relative to help you to do it safely.

3. Oak Dresser

This is a listed feature in your cottage. Please do not adapt, remove, paint or damage it in any way.

4. Fitted Kitchen Units or Appliances

Do not remove, replace, or supplement your fitted kitchen units or appliances.

5. Household Electrical Appliances

The Trust is responsible for ensuring the safety and testing of all appliances that are landlord fixtures and carries out fixed wire testing every 5 years. Any equipment or appliances that you obtain or buy yourself are your responsibility.

6. Loft Space

Access to this area is not permitted and may not be used as storage space.

7. Cleaning

It is your responsibility to keep your home clean and tidy. If you find this difficult, please speak to one of the Housing & Support Team.

8. Washing Machines

Most Cottages do not have a designated space within the kitchen area to accommodate a washing machine, but where there is space, you may provide the appliance yourself. If you are unable to fit a washing-machine, there is a

Laundrette by the Village Store. Please contact the Property Team for details on local plumbers if you require your washing machine to be installed.

9. Personal Waste

Please ensure that you only use non-quilted toilet paper. Wipes, pads, cat litter, food and other objects must not be flushed down the toilet as they block the historic drains and can cause flooding. Please dispose of these items using small plastic bags and then place them in general waste. We have regular drain blockages due to residents putting wet wipes down the lavatory. This is unpleasant and expensive to clear and may result in the Trust recharging the individual resident for the cost of repairs.

10. Electricity

The electricity supply to the communal areas of Huntley House and the district heating to the Cottages is administered by the Trust.

Electricity to the properties is provided by an external supplier, usually you will choose which provider you wish to receive your supply from. It is your responsibility to pay your supplier directly. Housing Support can help change the utility company.

11. Heating and Hot Water

Cottages Sections A, B, C, D, G, H & J

The supply of heating to your property is supplied by a district (communal) heating system. The boilers for this system are located in a central area (either the Village Store area or a pavilion in the central area of your Section). The Trust supplies the hot water to your property but does not pay for it. You will be asked to pay for this supply monthly via direct debit. The hot water is supplied by a cylinder tank in the roof space.

Cottages Sections E, F & K

Your cottage is equipped with a water-heating controller and electric radiators or Logisor infrared heating panels.

Please do not drape any clothing over a heater or a radiator and only clean the heaters with a dry cloth.

Huntley House

The flats have underfloor heating. Each property has its own thermostat to control the level of heating.

Paraffin or portable gas heaters are strictly prohibited within the village.

12. Telephone line

Each property is fitted with a BT telephone point. It is your responsibility to set-up and pay for your own telephone line with whichever provider you choose.

13. Internet, TV and Satellite

It is your responsibility to set-up and pay for your own internet, TV and satellite service if you should wish to have it. Satellite dishes must only be installed discreetly on the ground outside the Cottage to comply with Conservation Area rules. Permission on the siting must first be obtained from the Estates Manager. (for Cottages – see Outside your property below).

14. TV Licences

The Trust has a concessionary television licence for the Village, which is valid from 1 August each year to 31 July of the following year. Retired residents under 75 years of age pay a small licence fee of (currently £7.50 for each TV licensing year or for any part year). New residents are required to pay this fee at the Support Office within Huntley House when they first move into the Village, and thereafter will be sent invoices each July for renewal of their licence. The fees are governed by the BBC and residents will be notified if there are any changes.

Outside the Property

15. Porches, balconies, shared staircases, and corridors

These are designated fire escapes and so for health & safety reasons must be kept clear. Furnishing the porches with cupboards, fridges, shelves or shelving units or any other item that could obstruct clear passage in the event of an emergency, is not permitted.

16. Porch Cupboards

Gas canisters or flammable liquids (paraffin, petrol etc.) may not be stored in your property or in your storage unit as this is a fire and explosion hazard.

17. Storage Units

There are a limited number of storage units available in each Section. These are allocated by the Housing Team and residents pay a monthly charge via direct debit for their use. You are not allowed to install your own outside shed or storage unit.

Cottage Gardens

18. Garden plot

One of the endearing features of the Village are the small garden plots outside the cottages. It is your responsibility to keep your garden plot cultivated and looked after. Your property is located in a Conservation Area which includes the outside space. The Estates department cuts the grass at the side and rear.

20. Artificial grass

Artificial grass is not permitted to be used in any of the garden areas.

21. Garden pots and ornaments

Only 8-10 manageably sized pots are allowed in each garden area and no large ornaments or pots are permitted. The gardens are regularly inspected by the Estates Team and residents will be asked to take remedial action at their own expense if required.

22. Hanging baskets

Residents are allowed to fix a maximum of two hanging baskets up on the outside of their property with permission from the Estates Team. Climbing plants such as ivy are not permitted, nor are trellises.

23. Low fences, additional paving or hard landscaping

The Council's Conservation Officer is unlikely to agree to the introduction of hard landscaping or fences, and as a result no works should be undertaken without the prior written consent of the Estates Team.

24. Washing and Washing Lines

The static washing lines are communal and for the use of all residents in that Section. Rotary washing lines can be put up on the back garden area but when not in use must be closed and covered. The Trust does not manage the rotary lines and will only replace an existing line if it is damaged by staff during the course of their work.

Communal Areas

25. Pathways

Chairs, pot plants, storage containers and other obstacles must not block pathways or obstruct level access to any property for anyone in a wheelchair, buggy or using walking assistance equipment.

26. Vehicles on Pathways and communal corridors

No vehicles other than powered scooters or wheelchairs may be driven on pathways. The Right of Way is always in favour of pedestrians.

Vehicles and Car Parking

27. Registering your vehicle

All vehicles must be roadworthy, have a valid MOT and insurance. Please register your vehicle when you move into the village or change it. This can be done by contacting Reception at the Eliza Palmer Hub or advising the Support Team. Vehicles are limited to one per resident.

28. Car parking

There is no allocated parking in the Village and spaces cannot be reserved. The space nearest a property does not mean it belongs to that property.

Parking in the internal area of each section is for the residents of that section only (unless there is a genuine short-term requirement e.g. picking up a disabled resident from their home).

Parking is not allowed on Circle Road, the Inner Road near the William Whiteley monument, pathways, patios, lawns, grass verges or gardens.

Disabled parking is available near the Village Hall and at the rear of the Eliza Palmer Hub near the rugby pitches.

The Section Representative will usually be able to advise on the most suitable parking arrangements in the proximity of your property.

Buggies/Access Scooters

29. Charging

The safety and charging of buggies and scooters is the responsibility of the owner. Charging points are available. Huntley House residents have access to a charging point located in the sheltered area at the front of the building.

30. Insurance

Residents who own a buggy are responsible for arranging their own insurance for the vehicle covering them for any liabilities or damage.

31. Access to charging points and cables

Do not obstruct or block access to charging points or neighbouring properties and do not leave charging cables trailing over pathways.

Rubbish and Recycling

32. Rubbish

Each household has its own wheelie bin which is usually stored at the back of the property. Only non-recyclable or non-compostable waste should be put in these bins. All waste that goes into this bin must be sealed in a black bin bag. Compostable kitchen waste caddies are provided by the council to be stored in your property and a communal bin for this waste is located in your section. Plastic bags can be used to line your waste caddy.

There is a refuse store at the rear of Huntley House for use by those living in the flats.

33. Recycling

We all have a responsibility to recycle as much of our waste as we can. Please visit the Elmbridge Borough Council website or speak to your Section Representative if you are unsure what can and can't go in the bin. Recycling bins are located in each section and at other points around the village.

Recycle bins for Huntley House are located in the refuse store at the rear of the building.

34. Garden Waste

From 1st April 2021 residents will need to subscribe to a Green Waste Recycling Wheelie bin from the council. These are emptied fortnightly and come at a discounted price to those on benefits. They may be shared with other households by agreement. Garden waste should not be disposed of in the woodland areas as this is no longer legal.

35. Disposal of large items of furniture or household appliances

It is the responsibility of each Villager to dispose of any large items or household appliances. This can be done in liaison with Elmbridge Borough Council directly and you should note that there may be a charge involved. Alternatively, residents can take their items to the nearest tip for example the Shepperton Community Recycling Centre or arrange for a private company to take the item away.

Pets

It is the policy of The Whiteley Homes Trust to allow residents who live in the cottages or Huntley House to keep a pet if they wish to do so, subject to certain restrictions. Following a consultation, residents chose not to allow cats in the Village, although the Trust reserves the right to permit this in exceptional circumstances. This rule can be reviewed in the future.

Residents are personally responsible for the care, welfare and behaviour of their pet/s at all times. The Trust can revoke permission for pet ownership at any time if appropriate.

If you own a pet you are required to adhere to the following points:

- Larger domestic pets, such as all breeds of dogs must be registered with a local vet.
- The pet will not be the subject of any breeding or business activity.
- The owner must comply with the main terms of the Animal Welfare Act 2006 which are:

A proper diet, protection from pain, suffering, injury or disease, the ability to exhibit normal behaviour patterns, a suitable environment to live in with or apart from other animals.

- The must be house trained and not be permitted to foul communal areas at any time. If an incident of fouling occurs the owner must clean up immediately.
- The pet does not create any exceptional noise.
- Dogs must always wear a collar and name and contact tag.
- Dogs are to be kept on a lead when being walked within the built up areas of the village, and kept under control at all times.
- Any dog is microchipped and details on the Government approved database have been updated.
- All owners are asked to consider neutering for their pet, further advice on this can be obtained from a vet. Financial assistance from various charities such as the PDSA, may be available.
- The owner has returned a Pet Care Request form to the Housing and Support Team.

Wildlife

The feeding of birds, foxes and other wildlife is discouraged. The woodlands provide a range of habitats and there is no need to supply additional food to wildlife.

The village's much loved Canada geese return to our lake each year



Part 5

Facilities

The Village Hall

The Village Hall was the first public building in the Village, and it stands on a commanding position overlooking The Green. The century-old clock chimes every quarter of an hour and can be heard throughout the Village until late evening.

In the early days of the Village, the Hall was the setting for all activities, from church services to a library as well as dances and film shows, sewing groups, and even a shop. It is still in constant use mainly for larger events organised by the Village clubs and societies and the Trust and is regularly hired by outside organisations to generate funds for our charity.

The Clubhouse

The Clubhouse Bar and Restaurant serves meals to eat in and take away (see The Octagon magazine for opening times). It is part of the complex to the side of the Village Hall which also includes:

- **The Conservatory**

Used for meetings and smaller events, the Conservatory is also available to non-residents for private events.

- **Therapy Pool**

The pool is regularly used by residents and staff. It is also hired by external swimming groups who provide their own lifeguard cover during their sessions.

The Villager only and Open sessions (for residents and staff) are unsupervised (no lifeguard on poolside) and those using the pool for the first time will be required to sign a Therapy Pool Users Rules form which is available from the Clubhouse.

For safety reasons there must always be 2 people present in the pool area in case of emergency – no lone use. There is a Medicare alarm system located on poolside and in the changing room area which can be activated by pulling the cord on any of the wall mounted units. This sounds an alarm and alerts staff or volunteers located within the building who will provide the first assistance.

- **Snooker Room**

Registration for use and bookings can be made in the Clubhouse Bar. The cost is £1 per play (20 minutes)

- **Barbecue**

Facilities are available to residents, staff and external groups to hire for private use. Please speak to the Clubhouse Manager to make a booking.

Other Facilities

There are trails within the woodlands and an ornamental lake where residents can enjoy walks.

A Putting Green, Bowls Green and a 9-hole golf course is also available for residents. The clubs are organised by residents.

Allotments are also available, and these are assigned to individual residents as they become available.

There are three active Church communities within the village. Church of England services take place weekly in St Mark's Church; Catholic services take place weekly in the Eliza Palmer Hub; and Community Church services take place weekly in Huntley House.

The Village Museum, located next to St Mark's Church, is cared for and curated by residents. It contains records and artefacts celebrating the history of our Village and our founder William Whiteley.

The Eliza Palmer Hub

Our new care home, the Eliza Palmer Hub was opened in 2019 and also includes a hairdressing salon and the Wellbeing Suite, both of which are open to all residents.

The Hub's Lantern Café is open to residents and visitors on a limited basis and is run by our volunteer service. With seating available inside and outside, it also has a vending machine for the purchase of hot and cold drinks at any time.

Main Reception and Administration

Our Main Reception is located at the entrance to the Eliza Palmer Hub and several of the administration offices can also be found there, including the office of the Chief Executive and other key staff.

The Housing & Support Team are located in Huntley House.

The Property & Estates Team are located in the Corporate Services Yard which for safety reasons is not open to residents. Meetings with members of these teams at EPH can be arranged with Reception.

The Village Shop and Post Office

On Circle Road, in the heart of the community is the **Village Shop** selling a range of household goods, and food specially chosen to meet requirements of village residents. A shopping delivery service is provided for those that need this service. For the latest opening hours, please refer to *The Octagon* magazine, or contact Reception.

In this complex there are also other shops and services including:

- The **Charity Shop, Furniture Shop and Library** are resident-run services available in the same complex.
- A 24-hour **Laundrette** with washing and drying tokens sold in the village shop. A maximum of 4 tokens can be purchased and any unused tokens should be returned to the shop and a refund will be provided. Bookings should be made on the hourly time sheets, found in the laundry.
- **Centre Point** is a kiosk in the lobby area, where the support workers are based. It is important to note that staff are not generally at their desks as the key part of their role is to be out and about in the village.
- **The Veranda** displays several notice boards, maintained by clubs and societies, the churches, and the Trust. There are also bus timetables available.
- **A fishmonger** normally visits for a short time on Thursday mornings and his van can be found outside the shop.



The Village Shop, Post Office and main village bus stop

Transport

Public bus service

The 555 public bus service runs between the Village and Heathrow Airport. Bus passes are accepted, or tickets issued, on board using contactless payment.

An hourly service, starts and finishes outside the Village Shop, with additional stops at St. Mark's Church, Huntley House and opposite East Avenue on Octagon Road.

This is a convenient way to reach Hersham and Walton-on-Thames (for connecting services).

The Village minibus service

A Village minibus service run by volunteers makes regular visits to local supermarkets, takes residents to functions within the Village and groups on outings. Bookings can be made at Reception. There is a small fee for use of the minibus.

Timetables for both the bus and minibus services are located on the veranda noticeboards outside the shop.

Part 6

Health and Safety

Security & CCTV

The Trust takes the security of the Village seriously. The Village is open all the time to accommodate visitors, emergency vehicles and deliveries. A member of staff makes regular patrols around the Village both during the day and in the evenings and is a familiar figure.

Like all Villages, intruders can sometimes be a nuisance or behave inappropriately, and the security role includes dealing with any unwelcome visitors. It should be emphasised that the vast majority of visitors are well behaved.

CCTV is in operation in various areas of the village for the purpose of crime prevention and detection. In line with GDPR regulations it is important that you are aware of this.

Fire Safety Information

It is the overall aim of the Trust to minimise the risks to staff and residents which may arise from fire. This will be achieved by ensuring precautions are taken to avoid fires occurring by having fire risk assessments and observing good fire safety practices and encouraging a good safety culture.

The Trust complies fully with the Regulatory Reform Fire Safety Order 2005 (RRFSO) and ensures that suitable and sufficient fire risk assessments are carried out and recorded.

In complying with the RRFSO, the Trust ensures that staff keep up to date with legislation and guidance for both fire safety and fire precautions using Approved Codes of Practice (ACOP) documents issued by the Health and Safety Executive (HSE).

The Trust complies with appropriate fire regulations. By recommendation of the Fire Brigade, notices and guidance is issued to ensure the risk of a fire breaking out are minimal and that you know what to do in the event of a fire.

Fire prevention and advice saves lives. Take care – don't let a fire start:

Safety Good Practice

In the kitchen:

- Do not let fat overheat and never leave pans unattended.
- Never put water on burning fat.
- Do not cook if you have consumed a lot of alcohol.

Smokers:

- Never smoke in bed.
- Always use a proper ashtray.
- Put your cigarette right out.

Electrics:

- Never overload plug sockets – one socket, one plug is the rule. Extension cables can be dangerous if overloaded.
- Before bed, ensure appliances such as TVs and cookers are switched off and make sure doors are closed.

Candles:

- Are strictly prohibited.

Evacuation Procedures

In the event of a fire

A “stay put” policy has been agreed with the Fire Service. Residents can be reasonably sure of safety during a fire in another property if they remain in their own almshouse. However, if the fire is in your almshouse, you need to evacuate as quickly as possible.

1. Upon hearing the smoke alarm or discovering a fire, leave the building immediately by the nearest entrance/exit.
2. If the fire is upstairs, do not attempt to collect belongings. Leave immediately.

3. If the fire is downstairs and you are upstairs, remain in the bedroom, close the door and report the fire using your Careline, your telephone or open a window and call for assistance.
4. Dial 999 from a mobile phone or neighbouring property and ask for the fire service.
5. Ensure you make yourself known to the fire service.
6. Do not under any circumstances re-enter the property until instructed to do so by the lead fire officer.

Testing Equipment

All life safety systems and equipment such as alarms and extinguishers are tested and inspected in line with the current legislation by qualified external contractors.

Oxygen Therapy Equipment in Cottages

Occasionally a resident may need to use oxygen therapy equipment at home for medical reasons. Suppliers of this type of equipment in cottages will provide instructions and information on use and storage of that equipment including in relation to fire safety. The Trust encourages residents to let them know if they are using oxygen at home. It is also useful for the local Fire and Rescue Service to be notified where such equipment has been provided in cottages as they will add the information to their database which pre-alerts fire response vehicles in the event of an emergency call to the property (The Trust can do this on your behalf if it is aware). The Fire and Rescue Service is happy to arrange a home visit in these circumstances, if requested, to give fire safety advice.

Reporting Incidents

All fires and/or fire related incidents must be reported immediately to a member of staff or the Health & Safety Advisor either by phone or in person.

Adverse Weather Conditions

In the event of snow, the Estates Team will endeavour to spread salt on all of the main roads throughout the Village. It is not possible for all areas of the village to be gritted. Residents must take extreme care if it is slippery underfoot and to be mindful that not all pathways will have been gritted. Residents are reminded

NOT to attempt to spread salt on or near their Cottages to avoid the unnecessary risk of slipping.

Advance warnings of adverse weather are advertised on all main news channels and residents are advised to ensure they have sufficient food supplies at home to avoid having to leave home.

Keys

On arrival residents are issued with the key to their property. The keys are part of a master key system, which can open your front door, but it will only be used in special circumstances. You must not change your lock or add locks or bolts as doing so may delay helpers in the event of an emergency. Your privacy will be respected.

All staff have strict instructions only to enter your home:

- In an emergency, for example in the event of fire or flooding, or if we have serious concerns about your well-being and cannot reach you on the telephone.
- If you have asked a member of staff to do so.
- If you have given permission for work to be carried out in your almshouse in your absence.
- If you have had to go into hospital and it is necessary to check on your almshouse.

Staff will not allow access into your home to any of your relatives or callers in your absence. Please be careful who you give a spare key to; staff cannot deny access to anyone with a key.

You can order spare keys via the Property Team, the cost of spare/replacement keys will be charged to you.

Portable Appliance Testing (PAT)

The Trust is responsible for testing its portable appliances each year. Residents are not permitted to use their personal equipment in a communal area as this will compromise the Trust's safety precautions.

If staff identify any potential hazards related to a resident owned appliance or piece of equipment at any time the Trust will advise the resident not to use it and will recommend that you arrange for the appliance to be checked or repaired to ensure it is safe and is not likely to cause an electrical fire.

Personal security

The Trust seeks to improve security measures within the Village. Please bear in mind the following:

- Keep your door closed and locked at all times.
- Use the spy hole to identify callers before opening the door
- Never allow a stranger into your home, no matter how genuine she/he appears.
- Be wary of unknown callers. Let them wait outside while you take the time to verify who they are.

The Trust will never send anyone who is unfamiliar to you or not wearing a clear ID badge around to your home without prior notice.

Smoking Policy

Smoking is not allowed in any of the communal facilities or offices within the village. If you are a smoker, please be considerate of others if you are smoking in the village grounds.

The Trust has a duty of care to its staff and contractors who are entitled to work in a smoke-free environment. They should not be expected to enter properties which are full of cigarette smoke. If a member of staff or contractor is visiting you or a job is required in your property, please refrain from smoking inside for

at least an hour before the member of staff or contractor's arrival and leave a window open to clear the property of smoke to protect staff/contractors from second-hand smoke inhalation.

Water Management

The Trust carries out recommended water testing on all sites. When a property becomes vacant a full water check will be done on the water system including changing showerheads and temperature checks before the property is re let.

It is important to make sure water is fresh and free from harmful bacteria such as legionella. Bacteria can develop in pipes that aren't regularly flushed with water. There are a number of things that can be done to lower the risk of the build-up of potentially harmful bacteria. This includes cleaning and descaling the shower head and hose every 3 months, even if it is used on a regular basis.

If you have been away from home for over 7 days, for example on holiday, or, spent some time in hospital:

- Run all your taps gently for 3-4 minutes. For showers, remove the shower head before flushing the system and lower the hose to the base of the shower tray or bath. Remember that when flushing taps or showers, turn them on slowly so you don't splash water releasing water droplets in the air.
- Put the lid down on the toilet and flush it a couple of times prior to using it.

This is to ensure that any bacteria that may have started to build up are flushed through.

Part 7

Resident Groups

Whiteley Village Representatives Committee (WVRC)

Each section in the Village has a section representative chosen by their fellow section residents. Together, they form the Representatives Committee (WVRC) and meet in alternate months under a Chair, Vice-Chair, Secretary and Treasurer. They are appointed by their own members and may serve for several years. The Officers must have been a Representative and are elected at a joint Annual General Meeting in March and may be re-elected. Every second year the Vice-Chair accedes to the Chair and a new Vice-Chair is elected.

The Head of Housing is the key contact for the WVRC however other key members of staff may be invited to attend meetings and there is an open invitation to Trustees and the CEO. Minutes of meetings are published, and a copy of the Constitution may be seen by application to the Secretary.

Whiteley Village Association (WVA)

The secretaries of the Village's various clubs and societies form the Whiteley Village Association (WVA), and they meet prior to the WVRC, under the same officers. The Head of Community is the key contact for the WVA.

The Welfare Fund

The Welfare Fund is managed by residents for residents and has long been in existence, with income from various sources but principally, the proceeds of the Village Fayre and the Charity Shop. The Fund is administered by the WVRC after consultation with the WVA, and applications are approved or rejected by a majority vote of the Committee.

The Fund may help any established club or society within the Village with provision of equipment, with a short-term loan when money must be laid out ahead of an event, or for helping a group set up a new club. There is a standing agreement that a percentage of the net proceeds of the Fayre are allocated to the Library, Huntley House, Ingram House and The Eliza Palmer Hub and other good causes. The Fund may also provide items for the general welfare of the Village that are not supplied by the Trust. Contact the WVRC Treasurer for more information.

Rules for Visitors



The Whiteley Homes Trust

NOTICE

THESE GROUNDS ARE PRIVATE

By permission of Whiteley Homes Trust, members of the public are admitted into the Village on the proviso that these rules are strictly adhered to at all times.

- No obstructions or annoyance must be caused by visitors, their cars, bicycles or their dogs. Dogs must be kept on a lead and their foulings cleared up and taken off site. Overnight parking is prohibited.
- Visitors to the Village must act responsibly and sensibly at all times.
- Visitors to the Village should follow any safety warnings or instructions given to them by a member of staff (including requests to leave the Village).
- No person shall damage any tree or plant or light a fire or barbeque. Excessive noise is not permitted.
- Many of the trees are old and are liable to shed their branches without notice. Any person accessing the Village should be careful of the risk of falling branches. The Trust accepts no liability for any loss or damage caused by falling trees or their branches. Climbing of trees is prohibited.
- The speed limit for all vehicle traffic (including cars, motorcycles and bicycles) is 15 miles per hour and pedestrians retain priority. Learner drivers are not permitted within the Village. The Trust reserves the right to forbid the entry of any vehicle or person into the Village. The Trust accepts no liability for any loss or damage to any vehicle whilst in the Village.
- Sports are only permitted with permission of the Trust.
- In the absence of any negligence or other breach of duty by the Trust, any access to the Village by visitors is entirely at their own risk.

Any person in breach of these rules may be required to leave.

By order of The Whiteley Homes Trustees. Based on the August 1937 rules, amended in April 2021. The Whiteley Homes Trust Charity No: 1103056.



A wooded view of the lake