

EMERY DOWN ALMSHOUSES

1 – 5 BOULTBEE COTTAGES

RESIDENTS' HANDBOOK

Emergency Numbers

Benefit Office, New Forest District Council	01590 646121
Call and Go New Forest (Mini bus to major shopping centre)	01425 461751
Chemist (AR Pharmacy, High Street, Lyndhurst)	02380 282630
Chemist (Forest Pharmacy, Bartley)	02380 812734
Citizens' Advice New Forest	0808 278 78 60
Dental Surgery (Lyndhurst)	02380 282876
Dental Surgery (SCA Trafalgar, Totton)	02380 871166
Doctors' Surgery	02380 282689
Neighbourcare (for lifts to hospital, local shopping)	0845 094 5818
Social Services	01590 625000

In an Emergency when ringing 999 please state the full postal address of the Almshouses including postcode:

Boulbee Cottages

Emery Down

Lyndhurst

SO43 7DY

Please keep this document in a safe place for easy reference.

Emery Down Almshouses

Registered Office:-

Merton Cottage, Silver Street, Lyndhurst, SO43 7DX

www.emerydownalmshouses.com

Section	Page
1 Foreword	1
2 Trustees	1
3 The Charity and its Management	2
3.1 History	2
3.2 Trustee Body	2
3.3 Almshouses	2
3.4 Retaining our Heritage	2
4 Health and Safety	3
4.1 Doctor and Dentist	3
4.2 Emergencies, Sickness and Infectious Diseases	3
4.3 Fire Precautions	3
4.4 Slips, Trips and Falls	4
4.5 Security	4
4.6 The Master Key	4
4.7 Location of Electric Fuse Boxes	4
4.8 Location of Water Stopcock	4
5 Terms of Occupancy	5
5.1 Letter of Appointment and Licence to Occupy	5
5.2 Weekly Maintenance Contribution (WMC)	5
5.3 Absence from Home	5
5.4 Central Heating and Hot Water	5
5.5 Relatives and Visitors	5
5.6 Communal Garden	5
5.7 Pets	5
5.8 Repairs and Decoration	6
5.9 Routine maintenance checks	6
5.10 Alterations to Accommodation	6
5.11 Contractors	7
5.12 Moving Out	7
6 General Information	8
6.1 Insurance	8
6.2 Cleaning	8
6.3 Drying Facilities	8
6.4 Rubbish and Glass Collection; Garden Waste Collection	8
6.5 Television	8
6.6 Telephone	8
6.7 Social Media	9
6.8 Wills	9
6.9 Lasting Power of Attorney	9
6.10 Personal Problems	9
6.11 Complaints procedure	9
6.12 Housing Benefit	9
6.13 Council Tax	9
6.14 Housing Ombudsman	9
6.15 Help In Times Of Financial Crisis	10
APPENDIX 1	12
Letter of Appointment and Licence to Occupy Boulton Cottages	12
DATA PROTECTION POLICY	14

1 Foreword

This handbook provides you with further information about:

- the almshouses, the Charity and its management,
- your licence to occupy an almshouse.

It supplements and explains the rules and regulations, a copy of which you signed when you accepted appointment.

The Trustees hope that the information that this handbook provides will help you to enjoy your period of residence to the full.

Clerk to the Trustees

2 Trustees

Chairman

Mr Michael Combe

Clerk

Miss Sara Hall MBE

Treasurer

Mr Simon Tidby

Trustees

Mrs Jacqui Barwood ACA (until 15 June 2022 only)

Dr Peter Burrows

Revd David Potterton MA

Mr Paul Trend

Mr Sam Whitehorn

3 The Charity and its Management

3.1 History

- 3.1.1 The cottages were built and endowed by Admiral Boulton, c. 1871. Admiral Boulton also built Christ Church and gave his home (now The Old Vicarage) as a vicarage for the Parish.
- 3.1.2 The original cottages while attractive on the outside lacked many amenities. Each one comprised a living room with a black range, a bedroom and a small scullery. Water was obtained from the well and there was a communal lavatory outside. There were no ceilings, the inside of the roof being plastered.
- 3.1.3 Modernisation has been gradual, culminating in a major refurbishment with extensions to kitchens and bathrooms completed in 2014 - the cottages are now warm and fit for modern-day living with a living room, bedroom, bath/shower room and kitchen.
- 3.1.4 The endowment is small: the running costs and those of any improvements have to come, mainly, from the weekly maintenance contributions of the residents.
- 3.1.5 The 'Emery Down Cottages Trust' joined the National Association of Almshouses in 1954, and in 2014 became a Charitable Incorporated Organisation known as 'Emery Down Almshouses'

3.2 Trustee Body

- 3.2.1 The Charity known as 'Emery Down Almshouses' is administered by a body of Trustees who give their services voluntarily and operate within the rules and guidance issued by the Charity Commission and the National Association of Almshouses.

3.3 Almshouses

- 3.3.1 The Almshouses are unfurnished dwellings. Their aim is to provide convenient and comfortable accommodation in a setting which allows for independent living.
- 3.3.2 Almshouses provide mutual security and residents are encouraged to make friends and to help and support each other.

3.4 Retaining our Heritage

- 3.4.1 During renovations in 2014, the charity was grateful to receive much support, mainly in the form of cash donations. The Lyndhurst Welfare Charity most generously donated the white goods for the kitchens. A very practicable and valuable addition.
- 3.4.2 Recently conservation of the Well House was funded by the New Forest National Park via *Our Past, Our Future* and renovation of the wall and railings by Goldman Sachs.
- 3.4.3 We are indebted to all our benefactors.

4 Health and Safety

Boulton Cottages does not have a warden. Please notify the Clerk or one of the Trustees of any emergency immediately.

4.1 Doctor and Dentist

- 4.1.1 If you have your own doctor in the locality there is no need to make any change. If you do not have a doctor or you are moving from another area, telephone Lyndhurst Surgery using the number on the front cover and they will go through their registration process with you.
- 4.1.2 You have every right to see your doctor, nurse or other carer alone, and to keep your medical affairs entirely to yourself if you wish. However, if you have a chronic health problem, you may feel safer if the Clerk knows about it so that sensible action may be taken in an emergency. Anything you tell the Clerk will be kept confidential.
- 4.1.3 If you have your own dentist locally there is no need to make any change. However, if you do need to register with a dentist you will find telephone numbers for the nearest dental practices on the front cover.

4.2 Emergencies, Sickness and Infectious Diseases

- 4.2.1 If you are ill or in difficulties, the Trustees will make every effort to get in touch with relatives, friends, the doctor, ambulance or social services on your behalf. For reasons of confidentiality, however, this may not always be possible, in these circumstances the Clerk will contact your next of kin.
- 4.2.2 To act quickly, the Trustees must know the names, addresses and telephone numbers of your nearest relatives or friends in case of emergency and that of your doctor. It is important that you should also let the Trustees know of changes to this information.
- 4.2.3 HM Government and NHS advice on COVID-19 is available at <https://www.gov.uk/coronavirus> and <https://www.nhs.uk/conditions/coronavirus-covid-19/>. If you contract COVID-19 or another infectious disease the NHS and your doctor will give you advice to follow. It is known that COVID-19 and its variants will continue to exist in the world's population and new coronaviruses could emerge in the future. Please take care not to become infected or to spread infection. It will benefit you, your neighbours and friends if you observe the guidance '**HANDS - FACE - SPACE**' which prevents the spread of infectious diseases such as coronavirus and flu. This advice applies whether you have been vaccinated or not.
- 4.2.4 Please take care to observe '**HANDS – FACE – SPACE**' when contractors enter the property. See 5.11 below.

4.3 Fire Precautions

- 4.3.1 The almshouses comply with the appropriate fire regulations and there is a smoke alarm in each cottage.
- 4.3.2 **PLEASE DO NOT** Leave pans (especially chip pans) unattended.
Block access to your cottage via the front and back doors nor impede walkway access around the outside of the building.
Use paraffin or calor gas heaters.
Attempt to fight any fire.

IN THE EVENT OF FIRE

PLEASE DO

Leave the premises immediately shutting the door behind you.

AND

Raise the alarm by ringing 999 remembering to state the full address and postcode of the Almshouses (see front cover).

Notify the other occupants of any impending danger.

4.4 Slips, Trips and Falls

- 4.4.1 Please exercise care when using the footpaths in wet, snowy or icy weather. There is a blue salt box located near the entrance steps for your use. Please inform the clerk when it needs to be filled.

4.5 Security

- 4.5.1 Everyone living in the cottages should have an interest in the general security of the property.
- 4.5.2 **DO** Keep your front door locked at all times.
- DO NOT** Allow a stranger to enter your home without prior arrangement and proof of identity.
- 4.5.3 The Almshouses are within the cattle grids of the New Forest where ponies, donkeys and livestock roam freely. PLEASE ENSURE that gates to the almshouses are CLOSED SECURELY whenever you, your visitors or tradespeople come into or leave the property so that ponies etc cannot get in and cause damage.

4.6 The Master Key

- 4.6.1 A master key which can open your front door is held by the Clerk and Treasurer of the Almshouses. This will only be used in an emergency or with your permission. You must not fit locks or chains without the Trustees' consent as these delay access in an emergency.
- 4.6.2 Your privacy will be respected. The Trustees have strict instructions to enter your home only:
- WHEN** Invited.
- OR** You have given permission for work to be done in your absence.
- OR** In an emergency.
- 4.6.3 Additional keys should not be cut without the consent of the Trustees as this would give access to people other than residents and might endanger security if they are lost.

4.7 Location of Electric Fuse Boxes

- 4.7.1 The electric fuse boxes are by the front-door in each cottage. Fuses are marked and a trip switch operates each area.

4.8 Location of Water Stopcock

- 4.8.1 In each cottage the water stopcock is under the kitchen sink*. [See also paragraph 5.3 – absence from home.] The main stopcock for all five cottages is in the road by the gate.

* location to be confirmed when Government COVID-19 restrictions ease.

5 Terms of Occupancy

5.1 Letter of Appointment and Licence to Occupy

- 5.1.1 You will have a copy of your letter of appointment and licence to occupy which you signed when you were selected as a resident (see page 12 for an outline copy). As a beneficiary of an almshouse charity you are not a tenant and the Trustees cannot ask you to leave unless there are exceptional circumstances (see Moving out: 5.11 below).

5.2 Weekly Maintenance Contribution (WMC)

- 5.2.1 By signing your licence to occupy you have agreed to the WMC which you must pay on a monthly basis. The amount of WMC is authorised by the Charity Commission.
- 5.2.2 Annual assessment of the WMC will be made and you will be given three months' notice of any increase. The amount you pay covers part of the cost of running the almshouses and includes:
- Water and sewerage charges.
 - Repairs and maintenance.
 - Insurance of the building.
- You are responsible for all your other utility costs.

5.3 Absence from Home

- 5.3.1 If you go away for any period please let your neighbours know and inform the Clerk if you plan to be away for a week or more in case there is an emergency. It may be advisable to take precautions against frost by turning off the water to prevent damage.

5.4 Central Heating and Hot Water

- 5.4.1 The cottages are insulated and are heated by electric 'intelligent' radiators (not requiring an off-peak tariff); all newly tiled areas have underfloor heating and hot water is provided by electric immersion heaters. Residents should consult the Trustees, via the Clerk, if additional heating is required.

5.5 Relatives and Visitors

- 5.5.1 We hope your relatives and friends will give you just the same support as they would if you were living in ordinary housing. With their help and co-operation and support from Social Services, if necessary, we hope you will find it possible to remain independent for as long as you wish.

5.6 Communal Garden

- 5.6.1 The garden has been laid out for the use and benefit of all residents.
- 5.6.2 Offers of help from you (or your relatives) to keep the garden looking attractive are welcome.
- 5.6.3 Please show respect to your neighbours by not using the area of the garden directly in front of their homes.

5.7 Pets

- 5.7.1 Problems can arise over pets. For this reason, if you wish to keep a pet you must first obtain the permission of the Trustees. You should tell one of the Trustees what arrangements you have made for the care of your pet(s) if you are away on holiday or

become ill.

- 5.7.2 If you do keep a cat or dog you must be responsible for keeping the communal area clean of droppings. Do not allow the animals to dig in the grassed area or the flowerbeds. Damage caused by pets will need to be put right or its cost reimbursed to the Charity.

5.8 Repairs and Decoration

- 5.8.1 Please report any repairs needed in your cottage or outside by completing the online form. Matters will be attended to within a reasonable time period depending upon its urgency. When the Clerk is unable to resolve minor items, the Clerk will refer them to the maintenance team or the next meeting of Trustees for resolution as appropriate.
- 5.8.2 If you do not have internet access please report any repairs needed to the Clerk. The Trustees are responsible for the decoration of the cottages – internal and external – and have agreed an annual rota of redecoration.
- 5.8.3 You will be consulted in advance of any work to be carried out. Any workers will not be allowed to enter while you are out unless you have agreed to satisfactory arrangements. You should not admit workers to your cottage unless they can identify themselves.

5.9 Routine maintenance checks

- 5.9.1 Two of the Trustees who are responsible for maintenance matters will contact all the residents prior to meetings of Trustees to check on any current issues needing attention.

5.10 Alterations to Accommodation

- 5.10.1 This includes re-decoration, changing floor coverings, replacing supplied kitchen equipment, altering or adding fixtures and fittings. The cottages are held in trust for residents' benefit and the benefit of those who will occupy them in the future. The trustees are responsible for maintenance and ensuring that the cottages and the entire property pass in good condition from one generation to the next.
- 5.10.2 The walls of the cottages have been decorated and the floors covered by carpets in the living rooms and tiles in the kitchens and shower rooms/bathroom. Kitchen equipment has been provided by Lyndhurst Welfare Charity including free-standing fridges/freezers and fitted hobs.
- 5.10.3 **PLEASE DISCUSS** with one of the Trustees (either the Chairman or the Clerk) if you **HOPE** to make any changes or alterations in your cottage or to the communal areas. It is the Trustees' responsibility to decide how any proposals would affect the overall appearance and condition of the cottages and its grounds which is why proposals need to be submitted for approval and to be done in advance.
- 5.10.4 **YOU MUST** have this discussion with the Trustees **BEFORE** you proceed, order or buy anything. Anything you do purchase (e.g. a fridge/freezer) or which improves the facilities of your cottage must be left in the cottage when you leave; or removed and made good – the Trustees will advise you what they wish you to do.
- 5.10.5 **PLEASE NOTE** that permission may be refused if the Trustees consider that the alteration will reduce the amenities for subsequent occupants. Some alterations will be outside the Trustees' ability to authorise because you live in a listed building.

5.11 Contractors

- 5.11.1 Contractors working in the property are required to comply with appropriate rules and regulations governing their work activities. Contractors are legally responsible for their own workforce and for ensuring that their work is carried out in a safe manner and in line with HM Government guidance on COVID-19.

5.12 Moving Out

- 5.12.1 If you wish to move from the almshouse you must give the Trustees a month's notice by writing to the Clerk. During this period you will be liable for your WMC payments even if you have already moved out.
- 5.12.2 The Trustees can only repossess your home if you persistently and without reasonable excuse disregard the terms of your licence to occupy, behave offensively or become disqualified from your appointment as a licensee.
- 5.12.3 As a resident of the almshouses you are a beneficiary of the charity - namely Emery Down Almshouses. The Trustees are obliged to re-assess your eligibility for occupancy when changes occur in your well-being and financial affluence which mean that you no longer meet the criteria set out in the Letter of Appointment and Intent to Occupy, namely *“the resident may expect to continue in occupation for as long as they need the accommodation and continue to qualify as a beneficiary and are able to look after themselves. A resident should notify the Trustees if their circumstances change. The Trustees reserve the right to re-assess a resident’s eligibility for occupancy when there are changes to their well-being and financial status”*.
- 5.12.4 In extreme circumstances and if you are no longer safe to live alone and independently you may be asked to move to other accommodation, for example, because of prolonged ill-health. This would be done in consultation with your relatives, doctor and social services, as appropriate.
- 5.12.5 It will be your responsibility or that of you next of kin to make the necessary arrangements for your alternative accommodation and the removal of all furniture, possessions and other items belonging to you from the cottage when you leave.

6 General Information

6.1 Insurance

- 6.1.1 The Trustees hold an insurance policy to cover the buildings, but residents are responsible for insuring their own property. However, residents may take out insurance of their household property through Emery Down Almshouses' building insurance at a discounted rate; please apply to the Treasurer for details.
- 6.1.2 We advise you not to keep more cash in your home than you need for day-to-day expenses.

6.2 Cleaning

- 6.2.1 You are responsible for keeping your own cottage clean and free of clutter which could become a health and fire hazard and impede your exit in an emergency. Remember disregarding this rule puts you and your neighbours at risk.
- 6.2.2 You are responsible for cleaning the windows of your cottage inside and outside. The double-glazing panels are magnetically fixed and can be lifted out to aid cleaning. The panels are heavy and two of the Trustees have volunteered to help with lifting and storing the panels in your cottage for an annual clean. You will be contacted when this is to happen.

6.3 Drying Facilities

- 6.3.1 A 'whirligig' washing line is provided for general use to the rear of the cottages. Residents are asked to co-operate on its use with their neighbours and not to erect their own washing lines. Residents should report any problems and requests to the Clerk.

6.4 Rubbish and Glass Collection; Garden Waste Collection

- 6.4.1 It is essential that you keep your rubbish securely and in a clean and tidy manner. Please ensure that all kitchen rubbish is sufficiently wrapped before disposal and that the areas outside the cottages are kept free of rubbish and clutter. Consideration to other residents must be shown.
- 6.4.2 The Council supplies black and clear bags (the latter for recycling purposes) twice a year and collection is weekly on Mondays (rubbish should be ready for collection by 7am). Also supplied by the Council are plastic boxes for glass collection which is monthly on a Friday (please see calendar supplied with your plastic box for exact dates). In addition the Council operates a Garden Waste collection scheme for which payment is required.

6.5 Television

- 6.5.1 Each cottage has a TV point connected to the communal aerial. You are responsible for your own TV licence.

6.6 Telephone

- 6.6.1 Wiring is in place to the outside of each cottage for residents to organise reconnection to the telephone network.

6.7 Social Media

- 6.7.1 Residents using social media such as Facebook and Twitter, are asked to respect the fact that views should not be expressed via social media about the charity, its Trustees or other residents.

6.8 Wills

- 6.8.1 You are strongly advised to make a will.

6.9 Lasting Power of Attorney

- 6.9.1 It is recommended that you arrange 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. You should seek legal advice from a solicitor.

6.10 Personal Problems

- 6.10.1 If you have any personal problems over money or any other matters and you have no family or friends whom you feel able to consult, the Trustees will give whatever advice they can.

6.11 Complaints procedure

- 6.11.1 Any complaint about another resident or residents, or a serious breach of Health and Safety regulations, should be made in writing to the Chairman at the outset, with a formal request for it to be considered by the Trustees at their next meeting. The resident is entitled to attend when the complaint is being heard by the Trustees and may be accompanied by a friend, advocate or professional adviser. Trustees will write promptly to the resident to advise the action taken to resolve the complaint.

6.12 Housing Benefit

- 6.12.1 If your income consists of the basic retirement pension and you have little or no capital you may be entitled to Housing Benefit to help with your housing costs.
- 6.12.2 To claim Housing Benefit you should ask for a form from the Benefit Office (address and telephone number on front cover) and ask the Clerk to write a letter in support of your application confirming what you pay to occupy your cottage.

6.13 Council Tax

- 6.13.1 You are responsible for paying Council Tax when this is not covered by benefits. People living alone are entitled to Council Tax relief of 25%.

6.14 Housing Ombudsman

- 6.14.1 If you remain dissatisfied with the trustees' decision, you have the right to take your complaint to the Housing Ombudsman Service whose address is:
Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN.
Telephone: 0300 111 3000. Email: info@housing-ombudsman.org.uk.
- 6.14.2 You will need to give the Ombudsman your full name, address and telephone number and set out the details of your complaint. The Ombudsman will only be able to

consider your complaint if satisfied that Emery Down Almshouses' procedure for handling complaints has been exhausted.

6.15 Help In Times Of Financial Crisis

6.15.1 Lyndhurst Welfare Charity

A local charity serving needs in the Parish of Lyndhurst.

Its Charitable objectives as stated on the *Charity Commission website* are:

“Relieving either generally or individually persons resident in the area of benefit who are in conditions of need, hardship or distress by making grants of money or providing or paying for items, services or facilities calculated to reduce the need, hardship or distress of such persons.”

The following information is from *Lyndhurst Parish Council website*:

Contact details

59 The Meadows, Lyndhurst, SO43 7EJ. Telephone: 023 8028 3895.

Email: lyndhurstwelfare@outlook.com

Grants provided by this organisation are for people in need who live in the parish of Lyndhurst.

Grants are normally one-off and are made towards items, services or facilities, e.g. household items, respite care and counselling. Grants usually range between £50 and £500.

Applicants should telephone or write to the above address, either directly themselves, or through a social worker, Citizens Advice or other welfare agency.

Applications are usually considered in April and October, but emergency applications can be considered in between those times.

6.15.2 Lyndhurst Food Bank

The following details are from *Lyndhurst Parish Council website*. Here to give our community a little extra help.

PHONE OR TEXT FOR A FOOD BOX 07485 489275

Please follow this link to read the Lyndhurst Food Bank Leaflet (and at the end of the appendix):

<https://www.lyndhurst-pc.gov.uk/wp-content/uploads/2021/01/Food-Bank.pdf>

6.15.3 Grow and Share – St Michael and All Angels' Church porch, Lyndhurst

Set up by the allotment owners in Lyndhurst this is a place where surplus produce is left for anyone who wants to use it. Donations are welcome and are not confined to fruit and vegetables. It is very much pot luck but packet food, pasta, tins of dog food, etc are often available too. There is a box in the porch if you wish to make a small donation when you take anything for your own use. The porch is open day and night.

6.15.4 Food Larders

The following details are from *Lyndhurst Parish Council website*. The Food Larder is a community larder run by volunteers for the benefit of their local community. It is a membership scheme aimed at helping people make their money go further by reducing food shopping bills (members can make a considerable saving each year). The nearest Food Larder to Lyndhurst is in Totton at Testwood Baptist Church (283a Salisbury Road, Totton, SO40 3LZ) and is available on Wednesdays from 9.30-11am. For details of how to join please see the leaflet in full:

<https://www.lyndhurst-pc.gov.uk/wp-content/uploads/2021/01/Food-Larder-leaflet.pdf> and at the end of the appendix.

6.15.5 Money Management

Organisations which can offer advice and support include:

Citizens Advice New Forest – <https://newforestcab.org.uk> and 0808 278 78 60 at 91 Junction Road, Totton, Southampton, SO40 3BU.

StepChange Debt Charity – <https://www.stepchange.org> and 0800 138 11 11.

New Forest District Council (NFDC) – <https://www.newforest.gov.uk>

There is new information on the NFDC website with support and advice about the rise of energy bills and cost of living <https://www.newforest.gov.uk/energysupport> and 0800 444 202.

Information includes:

- * Household support fund.
- * Warm home discount scheme.
- * Getting help if you can't afford your energy bills.
- * Council Tax reduction scheme.

If you are having difficulty paying your **Council Tax**, contact NFDC straight away. You can contact NFDC by telephone on 01590 646111 or by email to counciltax@nfdc.gov.uk

- 6.15.6 An article on itv.com gives useful advice: **How can I save money as the cost of living soars and what should I do if I cannot pay my bills?** See <https://www.itv.com/news/2022-03-31/how-can-i-save-money-as-cost-of-living-soars-and-what-if-i-cant-pay-my-bills>

Listen to the ITV News, What You Need To Know podcast. In the latest episode (1 April 2022 at new.podtail.com), Consumer Editor Chris Choi walks you through all the big April price rises and where to go to get help.

- 6.15.7 Another useful source of online advice is the Money Saving Expert website where you may sign up for a regular newsletter: <https://www.moneysavingexpert.com>

APPENDIX 1

Letter of Appointment and Licence to Occupy Boulton Cottages

Dear _____,

I am pleased to advise you that the Trustees of Emery Down Almshouses [hereafter known as Trustees] have considered your application for accommodation and at a full meeting of Trustees (in accordance with Paragraph 18 of the Constitution of Emery Down Almshouses Charitable Incorporated Organisation, dated 23 July 2014) have decided to appoint you to the occupancy of Boulton Cottage number ____ as a licensee of the Charity with effect from: _____ .

A WEEKLY MAINTENANCE CONTRIBUTION (WMC) authorised by the Charity Commission is payable as a monthly payment of £ ____ towards the upkeep of the dwelling, and such a figure may be increased annually with three months' notice being given. The WMC should be paid by Standing Order and will be payable in advance from the commencement of the week during which occupancy occurs. Please complete the attached standing order form prior to occupancy.

The following regulations for residents are to ensure the smooth running of the almshouses:

1. The almshouses are Grade II Listed and residents are not permitted to alter the fabric or structure of the building, including windows and doors.
2. The Trustees undertake to carry out all repairs, including internal and external decoration. Residents should permit reasonable access for inspection of the almshouses and for repairs. Residents are not allowed to make any structural alteration to or internal decoration which involves a change of colour or materials of the dwellings, nor to alter the plumbing or electrical installation without prior consent of the Trustees. Any approved enhancements to the cottages should be left to benefit the next residents unless the Trustees request removal and make good.
3. The Trustees undertake to arrange Portable Appliance Testing of residents' small electrical goods upon initial occupation of the almshouses. Residents must comply with this and for any subsequent purchases or acquisitions new to the property and do so regularly thereafter.
4. The use of paraffin oil and calor gas heaters is strictly prohibited. Residents should consult the Trustees if additional heating is required.
5. Residents' furniture and furnishings must comply with the Furniture and Furnishings Fire Safety Regulations 1988 (amended in 1988/1989, 1993 and 2010). This UK law is designed to ensure that upholstery components and composites used for furniture in the UK meet specified ignition resistance levels and are suitably labelled.
6. When residents plan to be away overnight they must inform a neighbour. Residents should inform a Trustee if they will be away from home for any length of time longer than one week.
7. When a new resident(s) is appointed by the Trustees they will be asked to complete a form giving personal details and contact details of next of kin or the person to be contacted in case of emergency or prolonged ill-health. Permission for the Trustees to contact the resident's doctor and next of kin directly in the event of emergency is granted by signing the attached form. The information supplied will be used only as stated, in accordance with the Data Protection Act [now the General Data Protection Regulations 2018].
8. Residents are asked to occupy the property quietly and with thought for other residents and neighbours. Radio, TV or music system should not be operated in such a manner as to cause a disturbance, nor shall anything be done in, upon or about the premises which shall be a nuisance, annoyance or disturbance to the occupants of the other almshouses, adjoining

property or the general public.

9. The Trustees retain the power to set aside a resident's appointment in the case of serious misconduct, non-payment of WMC, a breach of the regulations, or if the resident no longer qualifies as a beneficiary or is a risk to themselves or to the other residents. In the event that the resident ceases to be eligible to occupy the almshouse or in the event of a breach of the terms or conditions of this Agreement, the Trustees may terminate this Agreement on giving one month's notice in advance and in writing to expire at any time.
10. If health deteriorates the resident must be willing to accept advice and guidance from an appropriate professional.
11. The resident may expect to continue in occupation for as long as they need the accommodation and continue to qualify as a beneficiary and are able to look after themselves. A resident should notify the Trustees if their circumstances change. The Trustees reserve the right to re-assess a resident's eligibility for occupancy when there are changes to their well-being and financial status.
12. Whilst the Trustees accept that there will be occasions when a relative or friend may stay overnight this must not be a regular occurrence and neither the resident(s) nor any relation or guest will be a tenant of the charity or have any legal interest in the almshouse cottage.
13. Neither the almshouses nor its garden may be used as a place of business, either from where to conduct business or to store items connected with running a business.
14. Residents should not keep animals without the consent of the Trustees.
15. If a resident(s) decides/decide to vacate the almshouse to live elsewhere, they must give the Trustees not less than one calendar month's notice in writing. Notice to vacate must be submitted to the Clerk to the Trustees at the Registered Office in writing and in advance of the notice period.
16. When the resident(s) vacates the almshouse for whatever reason, all furniture, possessions and other items belonging to the resident(s) should be removed forthwith.
17. WMCs and all utilities remain payable in full until the notice period expires.
18. When a resident vacates the almshouse because of mental or physical incapacity, or if they die, their next of kin is responsible for ensuring that the terms stated in paragraphs 13 and 14 above are met forthwith.
19. The Trustees may take such steps as they think proper in the administration of the almshouses and for residents' welfare, and any alteration to the rules will be notified in writing to residents.
20. It is a condition of occupancy that a new resident should sign this Letter of Appointment and Licence to Occupy Boulton Cottages signifying agreement to abide by the above rules and the regulations as set out in the Residents' Handbook. Where occupancy is offered to two people, both should sign this letter. [A second copy of this letter is enclosed for the resident(s) to keep.]
21. The occupancy of this cottage is limited to one person/two people.

Signature 1 Date

Signature 2 Date

DATA PROTECTION POLICY

This policy is to enable Emery Down Almshouses (EDA) to comply with the law – The General Data Protection Regulations (GDPR) and the Data Protection Act (DPA) 2018 – in respect of the data it holds about individuals. The DPA 2018 requires every data controller that is processing personal data to consider whether they need to register with the Information Commissioner’s Office (ICO); EDA is registered with the ICO.

This policy applies to all the information that EDA controls and processes relating to identifiable, living individuals including contact details, bank details (where known) and photographs.

EDA will only collect and use personal data in compliance with the policy and rules set out below and will:

- a) follow good practice;
- b) protect residents, Trustees and other individuals by respecting their rights;
- c) demonstrate an open and honest approach to personal data; and
- d) protect the charity from the consequences of a breach of its responsibilities.

To comply with the GDPR and the DPA 2018:

1. EDA will collect information only for one or more specified and lawful purposes and not process it for any other purpose:
 - a) the names and contact details of residents and Trustees in order to contact them;
 - b) the names and contact details of residents’ next of kin to contact them in an emergency.
 - c) to be able to disclose names and contact details to third parties with consent of the individual, where the third party is a subcontractor and needs to have the information to perform its services and has entered into a contract with the charity containing the appropriate data privacy and security provisions.
2. EDA will keep information secure:
 - a) by protecting personal data in a password protected digital environment.
3. EDA will ensure that information is adequate, relevant and kept up to date:
 - a) by contacting residents and Trustees annually to check that details are up to date.
4. EDA will ensure that information is not excessive and kept only for as long as it is needed:
 - a) by disposing of personal data securely when the resident ceases to occupy EDA or the Trustee leaves the organisation;
5. EDA will give access to the information to the person about which it is held on request:
 - a) by being receptive to any queries, requests or complaints made by individuals in connection with their personal data.

June 2020



Charity no. 206647

LYNDHURST FOOD BANK

Here to give our community a little extra help

**PHONE OR TEXT FOR A FOOD BOX
07485 489275**

- We supply essential fresh and tinned food, toiletries and household items.
- We support local people who need a little extra help, receive free school meals or have reduced income due to redundancy or loss of hours.
- Phone us on the dedicated phone number, all calls are confidential.
- Our small team of volunteers will deliver a food box to you.
- Over 170 food boxes already given to people across the village.

**DONATIONS:
PLEASE PHONE THE ABOVE NUMBER
TO MAKE A FINANCIAL DONATION.**

**DONATIONS OF FOOD ITEMS
WELCOME AT THE CO-OP.**



Printed by Lyndhurst Parish Council

Food Larders

The Food Larder is a community larder run by volunteers for the benefit of their local community. It is a membership scheme aimed at helping people make their money go further by reducing food shopping bills (members can make a considerable saving each year).



A bag will be prepared in advance, and the Food Larder strives to offer a variety of products which can top up their cupboards and fridge.

It is estimated that the “bag” will hold an average of £10-£15 worth of products (dependent on household size). A typical bag can include some of these items: Pasta, rice, coffee, tea bags, tinned meats, tinned fish, tinned desserts, soups.

Fresh fruit and vegetables are also included and some fridge products such as meat, raw/cooked and dairy may be included. Clients will need to bring suitable bags, including a cool bag.



The Food Larders are in regular locations, at the same day and time each week (see table overleaf).

A Fareshare Van will arrive at the location and volunteers will serve customers on a first come, first served basis.

How to become a member?

To apply for membership, a FareShare application form needs to be completed and proof of ID and address needs to be provided.

Applications forms can be requested by emailing FSSouthernCentral@fareshare.org.uk, or as a client you can provide a form, or they can fill out a registration form at any Food Larder there and then, and pay and collect their food at the same time. Forms need to be returned to FareShare Southern central, Unit 1 Sunset Business Park, Totton, S040 3WX. FareShare will contact the client when they can start using the Food Larder. All details given by the client is held by FareShare and not shared with third parties.

How to pay?

Payments are made by cash at the Food Larder. No payments are made online.

How much is the membership?

Memberships vary and are dependant on the size of the household.

- **Single person** **£2.50 per week**
10 products per week, plus fruit and vegetables
- **Person household** **£3.50 per week**
15 items, plus fruit and vegetables
- **4 Person household** **£5.00 per week**
25 items, plus fruit and vegetables

Where can I find a Food Larder

Where	When	Time
Marchwood Village Hall, S040 4SX	Monday (from the 25th January 2021)	12.30 - 2pm
Ashley Hub Baptist Church, New Milton BH25 5AA	Tuesday	9.30am - 11am
Hythe St Anne's Community Centre, Hythe, S045 3QR	Tuesday (from the 26th January 2021)	12.30 - 2pm
Totton Testwood Baptist Church, 283a Salisbury Road Totton S040 3LZ	Wednesday	9.30am - 11am
Pennington St Marks Community Hall S041 8GN	Thursday	1pm - 2.30pm
Blackfield Queen Elizabeth Recreation Centre, Blackfield, S045 1YP	Thursday (from 28th January 2021)	9.30 - 11am
Calshot St Georges Hall, Calshot, S045 1BN	Thursday (from 28th January 2021)	12.30 - 2pm
Ringwood Leisure Centre BH24 1PX	Friday	1.30 - 3pm

Food Larder Partners

