

# Other services and communal facilities

## Social activities

Our aim is to foster a strong sense of community and we do this by organising residents' social activities. This enables friendships to grow and thus a greater readiness to support one another through difficult times. We find that some residents enjoy taking part in organised social activities, while others prefer to pursue their own interests and this is fine, as there is no pressure to take part.

There are events like coffee mornings, afternoon tea parties, occasional celebration lunches, and outings during the day or evening. During recent years residents have enjoyed trips to concerts, the theatre and ballet, and a wide range of places of interest such as historical houses and gardens.

## Community alarm service (CAS)

The Trust's schemes are connected to Kensington and Chelsea Community Alarm Service, which is staffed at all times, in the absence of the Resident Support Co-ordinator, during out of office hours and at the weekends you can contact CAS.

CAS staff will deal with emergencies and contact the appropriate service such as ambulance, police or fire service. The staff have access to the master key and may access resident's personal contact information such as doctor and next of kin.

You can call CAS:

- by pressing the red button on the wall-mounted Lifeline Connect unit in your flat
- by pulling any one of the orange cords
- by pressing the pendant button, which you should wear on your wrist or around your neck
- by telephoning **020 7605 6509**. (You may wish to save this number in a mobile phone in case you are locked out at night).

## Guest room

Each house has a guest room, which can be made available to a relative or friend visiting you for a short period (normally up to seven days).

There is a small charge for the use of the guest room, which can be booked through the office.

## Communal lounge

There is a communal lounge at 12 Lansdowne Walk for the use of all residents and their visitors. It is equipped with a television receiving the full range of free-to-view digital programmes.

The communal lounge is used for both organised events and informal socialising by residents. You are very welcome to use the lounge, for example, for birthday celebrations, family lunches at Christmas or at any other times. The communal lounge is fitted with a hearing loop, which you can tune into by setting your hearing aid switch at the 'T' position.

## **Laundry facilities**

Both properties have a laundry room with a washing machine and a tumble drier for which there is no charge. The Resident Support Co-ordinator will show you how to use the machines if you are unfamiliar.

Please note that you are not allowed to hang washing in the gardens.

## **Furniture and fittings**

Although the flats are offered unfurnished, we do provide carpets throughout, and an electric oven and fridge/freezer in the kitchen. You are responsible for any carpet cleaning which may be required. You are also responsible for your own curtains or other window coverings.

## **Gardens**

The gardens are for the use and benefit of all residents. Although they are maintained by the Trust, each garden has areas that residents can look after themselves if they wish. Please talk to the office staff if you are interested.

Residents at 3 Lansdowne Walk have free access to Ladbroke Square Gardens on the far side of Ladbroke Grove; and residents at 14 Lansdowne Walk have access to Hanover Square Gardens opposite No.14. The Trust pays the costs associated with this.

## Television

The Trust pays the television licence fee for residents who are not entitled to a free licence, they are instead entitled to a concessionary licence. Both properties have reception to satellite and terrestrial digital television programmes via a communal aerial.

## Browsing and internet

The Trust provides WIFI internet access to all residents in their flats free of charge. The Trust's contract with its IT support company also provides free support to residents in resolving any problems they may have in connecting devices to the internet service. We can refer you to companies who can assist with other IT problems. Please ask the office staff for further information.

## Cleaning

You are responsible for keeping your own flat clean. However, if you are unable to manage please do let the Resident Support Co-ordinator know, as we may be able to arrange for the Trust's cleaner to help you. Please note that there is a charge for this service.

## Window cleaning

All internal and external windows are cleaned every other month; the office staff will keep residents informed regarding the dates and times of the visits.