

# **RESIDENTS HANDBOOK**

**IN RESPECT OF**

**THE ALMSHOUSES**

**OF**

**HADLEIGH GRAND FEOFFMENT CHARITY**

**AT**

**GEORGE STREET, MAGDALEN ROAD,  
INKERMAN TERRACE, AND BENTON STREET, HADLEIGH**

Updated September 2023

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## 1.0 Foreword

## 1.1 Introduction

This hand book is intended to provide you with information about the Charity and its management and in particular the conditions under which the Almshouses are offered for occupation. You have undertaken to abide by these conditions by signing the letter of acceptance. Going beyond that we hope that your stay in the Almshouse will be both long and happy.

## 1.2 Trustees

As at 4<sup>th</sup> September 2023

Name	Contact Number
Mr John Scanlon (Chairman)	
Miss Penny Cook (Vice Chairman)	
Keith Grimsey	
Gordon McLeod	
Very Rev'd Jo Delfgou	
Mrs Carol Schleip	
Rickaby Shearly-Sanders	
Mr Ian Wilson	
Mrs Eunice Scott	
Mr David Everett	
Mr Rolf Beggerow	

## 1.3 Collector and Managing Agent

Rachel Orriss, Office 20, Hadleigh Business Centre, Crockatt Road, Hadleigh, IP7 6RH

Email : [collector.hgfc@gmail.com](mailto:collector.hgfc@gmail.com) Telephone: 07719 953295

## **2.0 History Governance and Policies**

### General

- 2.1 Hadleigh Grand Feoffment Charity (The Charity) is an amalgamation of a number of ancient charities endowed by the gifts of land and properties over the years for the benefit of the people of Hadleigh.

The Charity was created under the will of Archdeacon William Pykenham who died in 1497. The original almshouses fronted George Street and were demolished when the existing almshouses were built.

The Charity owns 17 almshouses in George Street, 14 of which were built in about 1887 with 3 post war almshouses. They also own 7 post war almshouses in Magdalen Road (Queens Row) and early in 2005 completed 2 almshouses at Groves Court, Inkerman Terrace. Lastly there are 5 almshouses in Benton Street probably dating from about 1525.

- 2.2 Schemes

The Charity is now run in accordance with Schemes prepared by the Charity Commission dated 25 June 1970 and 24 September 1984. It is also subject to regulation by the Regulator of Social Housing: The Charity is a Registered Social Provider.

We are in addition members of the Almshouse Association and seek to follow their guidance in for example standards of almshouse management.

### Purpose

- 2.3 The purpose of The Charity is to provide housing for the poor of the former District Council Area of Hadleigh. Priority is given to those of retirement age.

- 2.4 Management, Trustees

Day to day management of The Charity and its almshouses is in the hands of the Collector/Managing Agent Rachel Orriss whose contact details are set out on page 3. Overall control and supervision of the Collector/Managing Agent lies in the hands of the Trustees.

There are eleven Trustees in all. Five are co-opted, five nominated by Hadleigh Town Council and the eleventh, The Dean, is an ex officio Trustee. The Trustees are appointed for terms of variously 4 or 5 years.

## **3.0 Terms**

- 3.1 Legal Basis of Occupation

It is important you should appreciate that, the property being an almshouse, you have no protection under Rent Acts. Technically you are a licensee only and the Trustees of The Charity have the power to retake possession of the property in the event that you for example disturb the quiet occupation of the adjoining almshouses or disregard any of The Charity's general rules.

Otherwise, you are entitled to quiet enjoyment of the premises.

- 3.2 Maintenance Contributions.

The Trustees have powers in respect of the almshouses to levy a maintenance

contribution.

The Trustees may both vary the amount of maintenance contributions or to introduce such contributions subject to the provisions of The Charities Act 1992. Briefly the amount charged should not cause hardship to any resident and should not be more than is necessary to keep the almshouses in a proper state of repair. We would of course give proper notice. The present charge is £350 per month, payable monthly in arrears, by standing order.

### 3.3 Repairs

The Charity is liable for structural and external repairs, substantial internal repairs and external decoration. They are also responsible for repairs to water, gas, electricity, and drainage installations.

Residents are responsible for the internal decorations.

### 3.4 Utilities

The Charity will bear the cost of water rates.

The residents are responsible for the cost of gas and electricity.

### 3.5 Council Tax

The residents are responsible for their own Council Tax liability.

Any queries should be addressed to Babergh District Council, Revenues Section, Endeavour House, 8 Russell Rod, Ipswich IP1 6BX. Tel: 0300 1234000.

### 3.6 Insurance

The Charity insures the bricks and mortar of the almshouses to their full value.

The residents are responsible for insuring their own possessions etc.

### 3.7 Visitors

Under no circumstances will you be permitted to share the accommodation or purport to give anybody else the right to occupy it. Visitors however will normally be permitted for periods of up to two weeks and upon prior notice being given to the Collector/Managing Agent.

### 3.8 Absences

If you are absent from the almshouse through illness or otherwise you or someone on your behalf should inform the Collector/Managing Agent of the days of vacation and return and who is holding the key during your absence.

### 3.9 Termination by the Charity

The Trustees have the power to set aside a resident's appointment to an almshouse for good cause e.g. in the case of serious misconduct or in the event of a serious breach of regulations or if the resident is no longer a qualified beneficiary or is considered to be a risk to other residents.

Normally four weeks notice would be given.

- 3.10 Termination by the Resident  
Should a resident wish to vacate we would expect not less than four weeks notice to be given. We would expect that the almshouse would be handed back in no worse a condition than it was at the commencement of the resident's occupation, fair wear and tear excepted.

#### **4.0 Services Provided**

##### 4.1 General

In broad terms the almshouse is for the self-sufficient elderly of Hadleigh albeit occasionally with the help of family/friends as appropriate.

No warden services are provided.

##### 4.2 Help Lights

Some almshouses in George Street have a simple alarm system; a pull cord operates an outside light having the message "Please Help". The use of this light will be explained to you when you take possession.

##### 4.3 Fire Precautions

Each almshouse has a smoke alarm, mains operated but with back up batteries. These are maintained by The Charity.

##### 4.4 Heating Contributions

Entirely at the discretion of the Trustees an allowance of £100 per dwelling towards the heating costs is made, paid quarterly. You should be aware that being discretionary the amount may be raised or lowered at any time, but you will be given prior notice.

##### 4.5 Concessionary Television Licence

Occupiers of the almshouses are allowed a concessionary television licence at the rate of £7.50 per annum. This is payable in the first instance by The Charity who may pass on the cost to the occupier; at present we do not so do.

Under present legislation occupants of any of the almshouses who are over the age of 75 are exempt; this may change.

##### 4.6 Common Gardens

There are at George Street, Benton Street and Magdalen Road common parking areas and lawns. These are maintained by The Charity. Residents must ensure that their vehicles and those of their visitors are not parked other than in the designated parking areas. Such parking could be a hazard in the event that emergency vehicle access is restricted.

##### 4.7 Row Chapel

The Chapel in George Street is owned and maintained by The Charity and a weekly service is held for all who wish to attend.

#### **5.0 Complaints**

##### 5.1 General

Many people are reluctant to complain. The Trustees can only resolve problems and improve the service they offer if you speak up when things go wrong. There is

set out below a procedure to be followed should any resident wish to raise a complaint in connection with the occupation of his or her almshouse or about the services provided by The Charity relating to the almshouses.

5.2 Collector/Managing Agent

The initial point of contact should be the Collector/Managing Agent Rachel Orriss. Her contact details are at the beginning of this booklet.

- 5.3 **The Chairman**  
In the event that the Collector/Managing Agent has not dealt with the matter promptly or to your satisfaction you have the right to refer the matter to the Chairman of the Trustees whose contact details are again at the beginning of this book.

You should be prepared to put your complaint in writing at this stage; it is emphasised that all communications or complaints will be treated as confidential.

You may if you wish, include with your complaint a formal request that it be considered by the Trustees at their next meeting.

- 5.4 **Independent Housing Ombudsman**  
The Charity is a Registered Social Provider. If you remain dissatisfied following the consideration of your complaint by the Chairman and or the Trustees you have the right to take your complaint to the Independent Housing Ombudsman whose address is : 81 Aldwych, London WC2B 4HN. Telephone 0300 111 3000. Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk). [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

The Housing Ombudsman Service leaflet “What we do”, is included at the back of this handbook.

## **6.0 Health & Safety**

The Trustees of the Hadleigh Grand Feoffment Charity are committed to ensuring a safe living and working environment for all those who have access to The Charity’s premises. We will seek to achieve :

- 6.1 Full compliance with current and future Health and Safety legislation and regulations.
- 6.2 An assessment of the risks faced by everyone (residents, staff, visitors, and agents/contractors) who has access to The Charity and appropriate action taken to minimise these risks.
- 6.3 Regular inspections of the properties and subsequent maintenance programmes that give high priority to health and safety issues. Any defects with health and safety implications should be dealt with in an appropriate timescale; 24 hours is our aim.
- 6.4 The Collector/Managing Agent is responsible to the Trustees for health and safety matters in The Charity. However, everyone has a part to play. Anyone who is concerned about a health and safety issue should bring it to the attention of the Collector/Managing Agent as soon as possible or the Chairman; contact details at the front of this handbook.

## **7.0 Equality and Diversity Policy**

The Trustees of Hadleigh Grand Feoffment Charity are committed to developing a way of working that respects differing ideas, cultures, abilities and needs. The Hadleigh Grand Feoffment Charity is restricted under its governing instrument to providing homes for the elderly poor of Hadleigh. Subject only to this restriction, the Trustees do not discriminate on the grounds of gender, age, race, religion,



colour, ethnic or cultural origins, nationality, disability, marital status or sexual orientation. We aim to make our services accessible to people from all sections of the community and to value the contribution each individual can make to our work, whether as a user of our services or as a member of staff or volunteer.

We will not tolerate unfair discrimination or harassment of any kind and will work actively to eliminate these where they occur.

We will regularly review our policies, procedures, and practices to ensure they reflect this commitment and to enable the continuing development of good practice in all our activities.

## **8.0 Abuse Policy**

The Trustees of Hadleigh Grand Feoffment Charity believe that all residents living in one of our almshouses have the right to live free from abuse. We will work to prevent abuse of vulnerable adults and where preventative measures fail, to deal sensitively and effectively with incidents of abuse.

Abuse is defined as a single or repeated act, or lack of appropriate action, usually occurring within a relationship where there is an expectation of trust, and which causes harm or distress to a person.

A vulnerable adult is defined as an adult who is or may be, in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

## **9.0 Anti Social Behaviour**

The Trustees of Hadleigh Grand Feoffment Charity will not tolerate anti social behaviour that affects the quality of life of a resident or the management of The Charity for the benefit of all its residents.

Residents are encouraged to report to the Trustees any behaviour considered by them to be anti social by any person.

The Trustees will investigate such reports (in confidence when this is appropriate).

Should mediation be appropriate the Trustees may involve Advice, Information & Mediation Service (AIMS – Age Concern) to resolve the problem.

If the matter can not be resolved by mediation the Trustees will not hesitate to act on behalf of a resident affected by anti social behaviour. If this is caused by another resident in contravention of any of the conditions set out in Section 3.0, (Clause 6) the Charity will follow its internal procedures. After a due process of verbal and written warnings the resident's appointment to the almshouse may be set aside. In the case of anti social behaviour by visitors or neighbours, the Trustees may seek an Anti Social Behaviour Order on behalf of one or all the residents.

Anti social behaviour is defined as behaviour which can cause nuisance or annoyance to any person and which directly or indirectly relates to or affects a resident, a resident's visitor, or the housing management functions of a relevant

landlord.

**10. Housing Corporation Guidance**

The (then) Housing Corporation Guidance issued under Section 36A of the Housing Associations Act 1985 (as inserted by Section 49 of the Housing Act 1988) is at the back of this Handbook.

2024