



**SIGNPOST**  
CARE PARTNERSHIPS  
Part of Spectrum Housing Group Ltd



**SIGNPOST**  
HOUSING ASSOCIATION  
Part of Spectrum Housing Group Ltd

## The Independent Living Schemes Service standards

### **We will**

- Ensure that you are able to view the property and meet with other residents before you decide whether to accept the offer of accommodation
- Provide you with information about the scheme facilities and those within the local area
- Where possible, make sure that our Independent Living schemes are accessible to people with disabilities
- Help residents maintain their independence while providing them with safe and supported quality accommodation
- Make sure that communal areas are cleaned to an acceptable health and safety standard
- Carry out an annual Health and Safety risk assessment and 3 further Health and Safety Inspections each year (in schemes with communal areas) all of which you will be invited to take part in
- Test emergency alarm intercom equipment every three months
- Test fire bells in communal areas every week
- Report repairs to communal areas on the same working day that we become aware of them (Mon-Fri)
- Provide an emergency alarm intercom system linked to an alarm monitoring centre which operates 24 hours a day, seven days a week and provide a secure door entry system for all of our “Independent Living Schemes” (blocks of flats with communal areas)

- Explain how emergency alarm and door entry equipment (where applicable) works when you move into your home
- Consult with you about any proposed changes to your scheme and its facilities.

### **We expect**

- You to maintain the conditions of your tenancy and for you and your visitors to be polite towards other residents and our staff
- You to report any repairs that are required to your home other than repairs to communal facilities.

### **Monitoring**

We will monitor these service standards using satisfaction surveys and we hope to achieve a target of 95% satisfaction with the Independent Living service overall.

Independent Living Scheme Service Standards agreed at Resident Conference on 3<sup>rd</sup> Nov 2009 and staff conference 4<sup>th</sup> November 2009