

## Translations

**Panjabi** ਮੈਲਟਰਡ ਹਊਮਿੰਗਾ ਮੰਬੇਪੀ ਪਰਚੇ ਦਾ ਪੰਜਾਬੀ ਵਿਚ ਤਰਜਮਾ ਲੈਣ ਲਈ ਡਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 020 8583 2297

**Hindi** शैल्टर्ड हाउसिंग लीफ़्लैट का हिन्दी में अनुवाद करवाने के लिए कृपया 020 8583 2520 पर फोन करें।

**Gujarati** શેલ્ટર્ડ હાઉસિંગ વિષે સમજાવતી ગુજરાતી પત્રિકા માટે કૃપયા ટેલિફોન કરો: 020 8583 2294

**Somali** Fadlan wac 020 8583 2290 haddii aad rabto warqadda guryaha dadka lagaga warhayo oo ku qoran afsoomali.

**Urdu** براؤ کریم شیلڈ ہاؤسنگ ایفٹ کے اُردو ترجمے کیلئے 020 8583 2295 پر فون کریں۔

**Albanian** Ju lutemi thirrni 020 8582 2295 per nese deshironi qe broshuren per Sheltered Housing te keni te per kthyer.

**Farsi** لطفا جهت دریافت نسخه ترجمه شده نشریه شلترد هاوسینگ، با شماره تلفن **02085832290** تماس حاصل نمایید.

**Arabic** يرجى الاتصال بهاتف رقم 020 8583 2290 للحصول على نسخة مترجمة من نشرة الإسكان المحمي.

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Name

Address

  

Signed

Date

**Hounslow Homes**  
Managing quality homes for Hounslow

Residents opt out form

# Why have a daily round?

# Living in a safe environment

## Advantages of the service

### Help and support - when you need it

The intention of the Sheltered Scheme Manager (SSM) conducting a daily round of the unit is to ensure your well being, and offer help or support as necessary.

Occasionally, the alarm pull cord system is insufficient on its own if you are in need of assistance or are unwell, as they may have been unable or reluctant to pull the cord.

### A safe environment

Sheltered housing is designed as a safe, comfortable environment, and SSMs are instructed to conduct a daily round. However, if you are seen around the unit looking well, an SSM may not visit you in your flat.

## Going for a break

If you are aware that you will be away for a day (or longer) and you do not want the SSM to call on you or enter the flat with the master key, you should advise the SSM of their absence. The dates will be noted and no visit will be made during this time.

## Making the decision to cancel your daily visit by the SSM

### Discussing your options

You will have been given this leaflet to read because you have asked the SSM not to visit you every day. Please read carefully and discuss the consequences and alternatives with your warden.

### A decision worth thinking about

We also advise you to discuss your reasons with your close friends and relatives - particularly so that they are

aware of a reduced service if you decide to go ahead.

If you feel that you do not generally need the services that the SSM and the sheltered unit can offer, it may be advisable to consider requesting a transfer to alternative accommodation. Ask your Estate Manager to call to discuss this.

Finally, your SSM has been instructed not to accept a hasty decision by a resident. He/she will talk to you about your reasons and will try to find the best solution for you.

## Once you have made your decision to cancel

If you still wish to proceed, please sign the disclaimer slip on both copies and return one copy to the SSM. The SSM will then take further copies and keep one in your personnel file and pass one on to Linkline.

The decision not to have a daily visit does not stop you from using the pull cord alarm system or changing your mind at a later date. All communal and social facilities will also still be available to you within the unit. Please do not be afraid to let your SSM know if you wish to have visits once more.

CUT ALONG DOTTED LINE



## Cancellation form

### PLEASE READ

I have read the information outlined in this leaflet. I formally request that the SSM does not make a daily visit to check on my well being. Should I activate the alarm system, I understand that the SSM or Linkline service may attend and enter my flat to assist me. I will not hold Hounslow Homes responsible for any adverse consequences of my decision to decline daily visits.

I agree to the above (please tick box)