



Saxon Court

Saxon Court is a new modern building with 51 apartments, designed to the highest standards to make living easier, if you are over the age of 55 and in need of care and support.

These are comfortable homes in a secure setting, with the benefit of a walk-in shower, fitted kitchen and community gardens.

To support your independent living, we offer care and support tailored to your individual needs, plus a range of social and leisure activities for you to be involved in.

To support you in your home

We will:

- Welcome you, and introduce you to our scheme and your neighbours within 2 days, to help you settle in and feel comfortable.
- Provide you with a resident handbook giving useful information about your home and the services we offer.
- Have an onsite manager 9.00am-5.00pm during the weekdays, to help and support with any day to day issues.
- Help you access our Money Advice Team if you need support with paying your rent and other money matters.
- Offer you quality advice on a range of ways to help you live safely and independently in your home through our Wellbeing team.
- Have a friendly, professionally-trained team able to provide care and support tailored to your needs.
- Get to know you, be sensitive to your health and welfare, and alert the appropriate emergency or welfare service when necessary.
- Provide a Safe and Sound service including 24 hour monitoring and responder service in the event that you activate your alarm.
- In the event of a 'no response' alarm activation, we will aim to provide an on-site presence within 45 minutes, during out of hours.



To give you opportunities to be involved

We will:

- Work with you to offer a range of activities to promote your health and wellbeing and ask you what you think about them.
- Offer you a range of ways to get involved in a way that suits you, to help shape and improve our services to you.

To help you feel safe and secure

We will:

- Carry out a weekly health and safety inspection of the building and take any necessary follow up action.
- Display a Fire Plan in your apartment and take time to explain this to you in a clear way.
- Carry out risk assessments relating to all communal activities.
- Test fire systems, including emergency lights monthly, and legionella checks every week.
- Arrange appointments for you when repairs are needed to your home.

To provide a clean and green environment

We will:

- Have a Service Level Agreement in place with contractors to deliver consistently high standards of cleaning to our shared areas, such as entrance halls, lifts, landings, stairs, kitchen areas and bathrooms, and quality check these every month.
- Make sure our gardens are maintained to an acceptable standard.

We ask you to:

- Understand and keep to your tenancy agreement.
- Keep us informed of any changes to your personal details that may affect the service we offer.
- Be respectful and considerate to fellow neighbours and community at Saxon Court.
- Respect communal facilities and leave them clean and tidy after use.
- Regularly test your alarm equipment on a monthly basis.
- Provide us with the information we need to deliver and improve services.

How we will keep a check on our Service Standards

We will:

- Carry out regular customer satisfaction reviews with you.
- Use your feedback so we can improve our service to you.
- Ensure our staff keep their training up to date, so they can deliver a quality service to you.
- Hold tenants meetings to listen to your views.
- Complete a yearly review with you to check the information we hold about you is correct.

We will report on our performance against the Service Standards

- In our Annual Report we will tell how well we have delivered on our Wellbeing service.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our standards as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.