

TOWER HAMLETS COMMUNITY HOUSING

SERVICES FOR OLDER RESIDENTS - Policy

1.0 Statement of intent

- 1.1 THCH is committed to ensuring that the specific needs of different groups of residents are taken into account in considering the range and quality of services provided. THCH recognises that some older residents may need different levels of support than other residents.
- 1.2 THCH is further committed to ensuring that all environmental works on estates take account of accessibility for all residents. Through ongoing resident involvement in the planning of schemes THCH ensures that both the general needs of older residents and the specific needs of individual residents are taken into account.
- 1.3 THCH aims to address the specific housing needs of older residents through its service provision and will include in the community development strategy how we assist in meeting social needs and the importance of building strong neighbourly communities.

2.0 Guidance

- 2.1 Older residents may require aids and adaptations to their homes and may need some assistance in maintaining a good standard of decoration in their home.
- 2.2 THCH will provide a decoration scheme for tenants over the age of 60. The schemes will be available to any household, which comprises solely of one or more older tenants where there is no other adult household member who is not over 60 or disabled. Subject to available resources THCH will decorate one or more rooms in their home, on a rolling programme, every five years.
- 2.3 THCH will also operate a scheme for older tenants when they first move into their home and where repair work has been undertaken resulting in the need for decoration work. THCH will offer to carry out the work on behalf of the tenant, at no additional charge, rather than giving them a decoration allowance. The only circumstances in which THCH would not provide this service would be where the tenant requested a decoration allowance instead. Where the tenant is moving into a property for the first time, THCH would normally expect to complete any necessary decoration work before the tenant takes up occupation.

Responsible Director: Director of Housing

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- 2.4 A number of our properties are especially suitable as housing for older persons because of their location, accessibility, size and services provided (eg lifts or alarms). Allocations to these properties will be restricted to applicants aged over 60 years.
- 2.5 THCH provides housing dedicated to those over 60 years of age at Argos House, Miles Court, Cable Street, Devonport Street, Thirza House and The Lodge.
- 2.6 THCH aims to employ the services of Community Wardens. THCH Community Housing Officers will bring to the attention of the Wardens any older residents who may require special services out of normal office hours.
- 2.7 Where local budgets permit and where the work is not required because of wilful abuse then THCH will carry out for older residents the following repairs as normal repairs.

- 11.1.1 Toilet seats
- 11.1.2 Kitchen cupboard handles
- 11.1.3 Kitchen drawers
- 11.1.4 New taps
- 11.1.5 Shower attachments
- 11.1.6 Replacing fluorescent light bulbs
- 11.1.7 Tiling
- 11.1.8 Internal glazing
- 11.1.9 New plug and chain (provide only)
- 11.1.10 Draught excluders

3.0 Review Period

- 3.1 This policy will be reviewed every three years.