

Independent living guide

Your guide
to our
Independent
living service



Who can I speak to?

Welcome to Sovereign. You live in a property which benefits from an independent living service. This service is provided in our schemes for older people across Berkshire, Hampshire and Oxfordshire, and includes a specialist team of Independent Living and Community Officers (ILCOs) and Housing Officers.

The service aims to help residents remain independent in their home.



Independent Living and Community Officer (ILCO)

Your ILCO regularly visits your scheme and will work with you if you need any extra support to stay independent in your home.

If for any reason you're concerned about managing your home and staying independent you can talk to your ILCO at regular drop-ins at your schemes.

Your ILCO will work in partnership with other services and providers to bring information, advice, workshops and activities into your scheme.

Your ILCO works at a number of schemes in the area, so to make life easier for residents, we'll advertise when you can expect to see them.

You'll receive regular newsletters which will help keep you up to date with any planned activities and anything that you may need to know about in your local area.

Support

If you have anything that's worrying you and may affect how you manage at home, your ILCO will be able to help. If for any reason they're not around when you need them, please call the Supported Housing Information Line.

Once we're aware of your needs we'll make an appointment for your ILCO to visit your home. They'll be able to assess your needs fully, make referrals to services in your area and work with you to achieve an agreed outcome.

Your ILCO can also help you to access other services in your area, for example:

- Adult Social Care
- Transport
- Voluntary agencies that can assist with your needs

The Supported Housing Information Line

Our Supported Housing Information Line can help you with:

- booking appointments with your Older Person's Housing Officer or Independent Living and Community Officer,
- information on scheme activities and activities in your community,
- updating your information with Careline,
- drop-in times at your scheme,
- booking guest rooms.

You can call the Supported Housing Information Line from 9.30am – 4.30pm, Monday to Friday on 0300 330 2707.



Older Person's Housing Officer

Your Older Person's Housing Officer can help with any questions you have to do with:

- Your tenancy
- Reporting anti-social behaviour
- Rent issues
- Moving home

You can also get in touch with them through the Supported Housing Information Line.

Care alarm

To help you live independently, many of our schemes have secure door entry systems, fire alarms and individual personal care alarms. These are monitored 24 hours a day by our dedicated Careline team, who are specially trained to help you in an emergency.

To get you the right help quickly, we can securely hold your medical information as well as details of people you would like us to contact for you in an emergency. Your ILCO will help collect this information and will make sure it's up-to-date by checking it with you once a year. You can also contact us directly if you need to make changes sooner.



Reporting repairs

If you need to report a repair in your home or communal area, please call Customer Contact on 0800 587 2325.

Remember to make a note of your reference number in case you need to call us back.

If you find it difficult to report a repair, please let us know so we can help.

To make sure the alarms are working, our ILCOs will carry out a test of the alarms every six months, giving you peace of mind that if you need help it's only a call away.

When the tests are due we'll write to you and let you know when the ILCO will be visiting your home.

If you aren't able to make the appointment, please contact the Supported Housing Information Line, who will rearrange the appointment for you.

Guest rooms

There may be a guest room at your scheme. This is available for you to book for visiting friends or family. If you don't have a guest room in your scheme you may be able to book a room in a nearby scheme.

To find out availability or to book a guest room for a short period, and for a small charge, please call the Supported Housing Information Line.

If you live in Hampshire and you book the guest room then you're responsible for making sure the room's left clean, tidy and the keys are locked back in the key-safe.

If you live in Berkshire and make a booking, our contractor will come in and clean the room once your guest has left. However, you're still responsible for making sure the keys are locked away in the key-safe.

Laundry room

We'll let you know about any laundry facilities on site, and whether or not there's a rota in place.

Contractors

We have a number of contractors who carry out work for us, including:

- repairs
- grounds maintenance
- building maintenance
- electrical testing
- gas testing
- fire alarm testing

Any contractor who carries out work for us will send you a letter before work begins (unless it's for routine checks or an emergency) to let you know who they are and what they'll be doing.

When someone comes to your home you should always ask to see their ID. We ask all our contractors and employees to carry their ID at all times so they should be able to show you it without hesitation.

If you're still unsure about the person at your door, please call Customer Contact, who'll be able to help.



Contacting us

Customer Contact:
0800 587 2325

Supported Housing Information Line:
0300 330 2707

Email:
supportedinformationline@sovereign.org.uk

Head Office

Sovereign Housing Association Limited

Woodlands
90 Bartholomew Street
Newbury RG14 5EE

Local office contact details

Berkshire, Wiltshire, West of England, Devon

T 0800 587 2325
E contact@sovereign.org.uk
(all enquiries and out-of-hours emergencies)

Dorset

T 01202 460460
0800 169 5686
E contactdorset@sovereign.org.uk
(repairs and out-of-hours emergencies)

Oxfordshire and surrounding area

T 0800 587 2325
E contactoxon@sovereign.org.uk
(repairs and out-of-hours
emergencies)

Hampshire

T 0800 988 4858
E contacthants@sovereign.org.uk
(all enquiries and out-of-hours
emergencies)



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