

## HELP SHEET: HOUSING MANAGEMENT SERVICE

As a resident of Hanover you will be able to use a range of services designed to help you keep your independence and ensure your well-being.

Most Hanover estates have a dedicated Estate Manager service. Estate managers play a vital role in the life of an estate and they act as the focal point for the delivery of services to you.

### The role of an Estate Manager

An Estate Manager is responsible for the running of an estate which involves;

- making sure the **repairs** for which Hanover are responsible are carried out quickly, effectively and provide value for money
- asking residents which **local contractors** we should use
- making certain that **communal areas** such as corridors and guest rooms are welcoming and cared for
- ensuring that **gardens** are maintained to a standard which the residents choose. Residents are welcome to become actively involved in gardening if they enjoy it. Since our gardens are communal if you wish to be involved in this way you should speak with our Estate Manager first.
- welcoming **new residents** and making sure they understand how all the services operate. The Estate Manager might also promote the estate to others who may be interested in living there in future
- advising you on **service charge and rent** payments. They will advise, if needed, about claims for benefits to which you may be entitled
- advising about how to obtain **property adaptations** which you might need; for example, a handrail by the front door or a shower rather than a bath
- explaining how you can **become involved** in Hanover's decision making, if you want to be
- making sure that the **annual budget** for the service charge is up to date and being monitored. The

- Housing Manager will discuss this with residents at least once a year
- liaising with social care teams where appropriate and agreed with individuals

### **What cover is available when the Estate Manager is not at the estate?**

When the Estate Manager is off duty, on holiday or sick for up to 4 days and we have an alarm system on the estate, a monitoring service will be in operation. Residents on Extra care estates also have the reassurance of the on-site care team.

On Retirement Housing estates for absences from 5 days up to 4 weeks covering either annual leave or sickness, residents will be able to choose the type of cover to be provided. On Extra Care estates, the need for estate management cover is greater due to the services provided and therefore the choices are slightly reduced.

Three different levels of cover are available and the choice of cover should be agreed by consensus, reviewed annually and recorded in the Local Agreement. There may be additional costs associated with cover that is put in place and we will advise you about this when we discuss the options available. More details about this can be obtained from your Estate Manager.

### **Who else can I contact in Hanover about my estate?**

Your estate will also receive the services of a Housing Manager who manages the Estate Manager. A Housing Manager will visit your estate every four–six weeks. If there is anything that an Estate Manager has been unable to sort out, for whatever reason, then you should contact the Housing Manager for your estate.

You may ask to see the Housing Manager when they visit – their contact details should also be available to you via the Estate Manager, or you can contact the Housing Administrator for your region who will be able to assist you.

**Housing Administrator – contact details**

Retirement Housing South (Staines office)	01784 446112
Retirement Housing East (St Neots office)	01480 223122
Retirement Housing West (Chippenham office)	01249 707010
Retirement Housing North (Shipleigh office)	01274 599686
Retirement Housing London & Thames (Hackney office)	020 8525 5001
Extra Care South (Staines office)	01784 446124
Extra Care West (Chippenham office)	01274 599686
Extra Care North (Shipleigh office)	01249 707077