Auden House
Welcome
St Ann’s Court, Cemetery Road York YO10 5FD
Welcome to Auden House

We hope you will be very happy living at Auden House. This booklet contains information about Auden House and your tenancy and has been provided to help you settle into your new home. Please also refer to your Tenant Handbook which provides additional information.

If there is anything you are unsure about please don’t hesitate to ask a member of York Housing Association (YHA) staff who will be happy to help you.

We welcome feedback as this helps us to continually improve the service we provide to you.

If you need a copy of this booklet in an alternative format such as large print, Braille or audio please let us know.
About Auden House

Auden House is an extra care scheme (also known as sheltered housing with care). It offers 41 x 2 bedroom apartments to rent for people aged 55 and over who need housing with care and support to live independently. Auden House is very different to residential and nursing care and is suited to people who can manage without needing care 24 hours a day.

There are some communal facilities that are just available to people living at Auden House, such as a resident’s lounge and a laundry. Other facilities, such as an internet café and hairdressers are open to the public as well as residents. We are keen for these facilities to be very much a part of the community and hope that the attractive décor, surroundings and general atmosphere appeal to family and friends of residents and to the general public. We would like Auden House to be a vibrant community and support residents to get involved in planning activities and social events.
Your Tenancy

Your Apartment

Each resident at Auden House has a tenancy, with legal rights and responsibilities. Each apartment has two bedrooms, an open plan kitchen/living room and a fully accessible bathroom with shower.

All apartments are unfurnished (with the exception of kitchens in the disabled adapted properties where we supply cookers and fridge freezers) so you can choose exactly how you want to furnish your own home.

When you are allocated an apartment, the offer will be based on your accommodation, care and support needs. If someone else was on your application form for housing then we will know about them and they can move in with you. We normally prefer to give joint tenancies when two people move in together.

You cannot subsequently allow someone to move into your property without first discussing this with us. We would not normally grant anyone else permission to move in with you. The flats are only intended to house up to two people, however, you can have guests to stay for short periods of time.

All tenancies start on a Monday and rent is payable from the start date of the tenancy, regardless of when you actually move in. One week’s rent is payable on the sign up date of the tenancy.

There may be various items in your apartment that you need help with using for the first time. For example working your heating and hot water, operating your lever taps, the warden call equipment and tuning in your TV to the door entry system. Our staff will be able to help you with all these things.
What is included in the rent

As well as paying rent for your accommodation you will also pay a service charge.

The services provided are;

- Heating to each apartment
- Water charges
- The laundry facilities
- The assisted bathing facilities
- Gardening
- Maintenance of the lift, fire alarms, CCTV, door entry system
- Warden call system
- Residents lounge and provision of TV and other items for the use of residents
- Provision of dining facilities
- A three course midday meal seven days a week
- Free Wi-Fi in the internet café

You will also pay an amount for the support service provided by YHA.

We think you will agree that Auden House is a lovely building with great facilities for residents. In order to make sure that these facilities remain at the same high standard we need to set a service charge that reflects the true costs that a building such as this incurs. Therefore, it is a condition of the tenancy that all residents contribute to the running of the building and we are not able to reduce the rent, even if you choose not to take advantage of some of the facilities.

As a condition of being offered a tenancy, you have agreed to pay for a freshly cooked 3 course lunch, 7 days a week. The successful running of the catering service depends on all residents taking a meal, therefore, it is not possible to opt out of the meals service. Please see the section on meals for more information.
Help with paying your rent

Depending on your circumstances, you may be able to claim benefits to help with your rent. However, even if you are entitled to benefits there are some charges that will not be covered, such as the amount charged for your water, the cost of your daily meal and heating your apartment. These are charges you would need to pay.

Our staff are happy to help you to find out whether you are entitled to benefits and to help work out how much you will have to pay. There are a number of ways that you can pay your rent but we recommend you consider setting up a direct debit as this is by far the easiest way to pay. Again our staff can explain the various payment methods and help you decide which is best for you.

If you have problems paying your rent please talk to us as soon as possible to prevent your account falling into arrears. We have staff who can help and advise you.

Other costs you may have to pay

You will be responsible for paying your own council tax. You may be entitled to help with this and we can advise.

You will also need to pay for any electricity you use for running your household appliances.

You may also have other household costs such as a TV licence, any subscription to digital TV companies, such as Sky and for a phone if you wish to have one.
Insurance

Buildings insurance is organised by YHA, however you will need to obtain contents insurance to cover your household and personal items. When you signed your tenancy agreement you will have received details of an insurance scheme for tenants. However, please ask a member of YHA staff if you would like further advice.

Please note the Association cannot claim for tenants’ personal contents from our insurance policy.

Carpets

Each apartment has underfloor heating and in order for this to work effectively we ask that you avoid laying carpets that are more than 1.5 tog rating and that you avoid the use of nails in the floor. Your carpet fitter will be able to advise about the most appropriate way to lay your carpets. You also need to ask your carpet supplier for a heat flow underlay to enable the heat to come through.
Repairs

Please report any repairs to any member of YHA staff. Alternatively you can phone our office at Alpha Court on 01904 636061.

We have arrangements in place for dealing with emergency repairs outside of our office hours. Please phone 0845 601 5676 and our call handlers will make the necessary arrangements to attend to the repair. If they consider that the repair is not an emergency they will tell you this and pass the details on to us. We will organise the repair when our office re-opens.

In your Tenant Handbook you will find useful information about our timescales for completing repairs and what is classed as an emergency repair.

There are some repairs that are the tenant’s responsibility, such as changing lightbulbs, replacing plugs to sinks and replacing batteries to heating thermostats. Staff will provide you with details of all repairs that are your responsibility.

We can offer assistance in helping you to deal with these matters, such as helping you to identify which family members or friends might be able to carry out these tasks or putting you in touch with handypersons services. Our Property Maintenance Workers visit Auden House weekly and if they are on site it may be possible for them to carry out these small jobs for you free of charge. You will need to provide your own materials such as bulbs, batteries for heating thermostats etc.

Pets

Auden House is not suitable for cats and dogs, although we do allow guide and assistance dogs.

You can keep small pets such as birds and fish in your apartment. You are responsible for caring for any pets and arrangements will need to be made if you are going to be away from home or if you go into hospital.
You can expect our staff and contractors to be polite, courteous and professional at all times.

We will make sure we always respect your privacy and confidentiality. If we need to talk to you, we’ll visit you at home or arrange a meeting in the lounge or the office and will never talk about personal things in front of other people, unless we have your permission.

We will only enter your home if you invite us to do so. The only exception to this would be if we needed access because of concerns about your welfare or you are out and there is an emergency, such as flooding or fire.

The staff team based at Auden House are there to provide a support service to help you live independently. They include an Older Person Support Manager and Older Person Support Workers. The team also supports other sheltered housing schemes in York using Auden House as a base.

The team are available on site Monday-Friday between the hours of 9.00am and 5.00pm. There will be occasions when the team may not be on site but they will still be carrying out tasks related to Auden House, for instance they may be on training courses or at meetings elsewhere. If the team is not on site during office hours then you can ring our office at Alpha Court on 01904 636061 and a member of staff will deal with your query.

When you move into Auden House a Housing Support Worker will complete a Housing Support Plan with you.
Housing Support Plans

A Housing Support Plan is a document that sets out how you want us to support you to live independently. Your Housing Support Plan will set out what you want to achieve and how we are going to help you achieve this. We will regularly review this with you and update it as your needs change.

We can help you with:

- Safety and security of your home, for example, advice about key safes, identifying who your emergency contacts are or advising you with regard to any maintenance issues with your home.

- Your health and wellbeing, for example, liaising with care professionals if your care needs change or helping you to access healthcare services, helping you to apply for aids and adaptations for your home or supporting you to join in activities aimed at improving your health, such as exercise classes.

Help with finances, for example helping you to claim benefits, set up direct debits to pay your bills or work out a weekly/monthly budget.

Settling into your new home, for example advising where local GP surgeries, dentists and pharmacies are and advising you about what facilities there are in the local area.

Accessing social and leisure activities, for example finding out what activities you may be interested in and helping you to access by providing information about transport options.

Supporting with arranging activities and events at Auden House, for example putting you in touch with the residents association or supporting you if you would like to organise an activity at Auden House.

As part of our support service to you we will make a daily call to you each morning when YHA staff are on site (Monday to Friday).
Out of Hours Service

YHA staff do not work evenings, weekends or bank holidays. If residents need emergency assistance during these times they are linked to our out of hours service. Residents can use their pendant, red pull cord or red push button within apartments to access the out of hours service. Upon receiving a call from an apartment, the control centre will liaise with a resident’s next of kin or named emergency contacts and key holders in the first instance. If they have real concerns about you and believe that you are in any kind of danger they may call the emergency services first. Where there is a serious problem that does not require the emergency services they may call your carer or they may send a mobile warden.

It should be noted, however, that we only have enough funding to provide a small number of mobile warden call outs a year. Our contract with the out of hours service is for emergencies only and the mobile wardens cannot provide personal care or come out to deal with routine issues. Before you move in we will discuss with you the type of things that are classed as emergencies.

The out of hours service will also deal with any emergency repairs.
Daily Calls

Each morning when YHA staff are on site (Monday to Friday), a Housing Support Worker will contact you via the intercom system. If we do not receive a reply from you and we are concerned about your welfare we will enter your apartment to check you are okay. Occasionally you may not want a daily call and when this is the case please let your Housing Support Worker know. It is also important to let your Housing Support Worker know if you are going away and how long for. If you are unable to let us know, for example you are admitted to hospital, please ask someone to contact us on 01904 466056, on your behalf. If we are not in the office a message can be left on the answerphone.

Pull Cords and Pendants

At the start of your tenancy you will be issued with a pendant that you will be able to use if you require help or in case of an emergency. You can also use the red pull cords and the red push button in your apartment. Staff will show you how to use these.

If you wish to speak to staff about a routine matter then please either call into or phone the office rather than using your pendant, pull cord or red push button.

If you lose your pendant please inform staff straight away. We can provide a new pendant and staff will advise you of the cost.
York Housing Association Staff – Other Staff

Other York Housing Association staff may visit Auden House from time to time. A Housing Officer will visit regularly and you can talk to them about any aspect of your tenancy, such as your rent account. We also have Property Maintenance Workers and they will visit regularly to test the fire alarms, make sure the building continues to be well maintained, and carry out some repairs.

Catering and Cleaning Staff

Members of the catering and cleaning team will also be working in and around the building 7 days a week. The catering staff are responsible for providing your lunch service and running the coffee shop. The cleaning staff are responsible for cleaning all of the communal rooms and corridors. Although the staff work for another organisation, YHA is responsible for the provision of the catering and cleaning service and works closely with them to ensure they perform to a high standard. If you have any concerns about the catering and cleaning service please let our staff know.

Care Agencies

Care agencies are contracted by City of York Council to provide care in the area where Auden House is located. They will be working in the building 7 days a week. Care packages are provided on an individual basis according to the needs of the resident. Residents do however have the right to choose who they want to provide their care, so there may also be people from other care agencies in the building.
Care agencies can help you with;

- Help with bathing and dressing
- Assistance to get up and go to bed
- Assistance with taking medication
- Collection of prescriptions and shopping
- Preparing meals
- Assistance to and from the restaurant

York Housing Association is not responsible for the care service you receive and our staff are not able to provide personal care. Sometimes residents, their families and friends do get confused about what our role is and find it difficult to understand why we don’t provide care. York Housing Association is your landlord and we also receive funding to provide you with a support service to help you remain independent.

YHA is not registered to provide care and therefore our staff are not trained in personal care. It is important that this work is undertaken by people with the appropriate skills. This is why your care is commissioned separately by the City of York Council. However, we are committed to liaising closely with your carers to help ensure that you receive the best possible service.
Facilities at Auden House

Restaurant and meal service

The restaurant is open for lunch between the hours of 12.00 noon and 2.00pm daily.

Your lunch is freshly cooked each day. There is always a choice of three main courses and lighter options. When you move into your apartment the caterers will meet with you to discuss any special dietary requirements you may have. To help the caterers keep your costs down they need to order food in advance and this means that we need to ask you for your menu choices the day before each meal is taken.

Your lunch will be served in the residents dining area next to the café on the ground floor. You can take your lunch anytime between 12.00 noon and 2.00pm. If you arrive for lunch and all the tables are full then we will ask you to wait in the residents lounge and will direct you to a place at a table as soon as one is available.

You can book your family or friends in for lunch by notifying the caterers by 3.00pm the day before. Meals taken by family and friends can be paid for on the day. If family or friends are joining you for lunch we do ask that you come down to the restaurant at 1.00pm as we must give priority for the earlier lunch service to residents.

We are committed to working with the catering company to provide varied, high quality, nutritious meals that are appealing to all residents. The menu is changed regularly and we would like you to be fully involved in menu choices. From time to time you will be invited along to meetings to discuss food choices and help plan future menus. We encourage you to come along to these meetings so that you can give your feedback.
We ask that you don’t take meals back to your apartment because one of the benefits of living at Auden House and having a meal service provided is that lunch is a social occasion and should be enjoyed with other residents. There are risks involved in taking meals out of the dining area, such as spillages which could be harmful to you or other residents or cause damage to furniture and carpets.

We do, however, recognise that there will be occasions when you are unwell and therefore unable to get to the dining room. When this happens, your carer will be able to take a meal up to your apartment. We ask that the carers notify YHA staff in the office when you need to take a meal in your apartment.

If you are going out for the day and will miss your lunch then please notify the caterers by 10.00am that day and they can arrange to make you a cold packed lunch which you can have on your return. This will be stored in the fridge in the residents lounge for you to collect and will have your name on it.

We are not normally able to refund you the cost of meals that are missed (for instance whilst you are away on holiday). However, if you are in hospital for a period of more than 14 days the caterers will supply you with a small hamper of goods or provide you with vouchers so that your family or friends can have a meal with you.

A breakfast service is offered to residents and visitors staying in the guest suites. From 8:30am to 10:00am every morning you can enjoy anything from a piece of toast to a full English breakfast. Prices are very reasonable and a full list is displayed in the restaurant.
The Terrace Internet Café

The Terrace Internet Café, serving Costa Coffee, is open every day to residents, their relatives and friends and the general public. There is plenty to choose from including freshly prepared sandwiches, paninis, home made soup, cakes and pastries. There is also a pleasant outdoor terrace area.

If you have a laptop you can enjoy free wi–fi access in the comfortable lounge area. Alternatively, for a small fee visitors can use one of our computers in the specially designed internet area. We are keen to provide Auden House residents with free use of the computers in the internet café and will be happy to arrange sessions during the hours that the café is closed to the public. Please speak to any member of staff if you are interested in taking up this offer.

In order to run the café we rely on sales of refreshments and income from the use of computers. We do therefore ask that residents and their family and friends do not use this area unless they are making purchases from the café. We also ask that residents do not use this area to sit in whilst waiting for the lunch service. We reserve the right to ask people to leave the café if it is not being used appropriately.

We appreciate residents supporting us to make the café environment welcoming to the community as we rely on the general public to help keep the café running.

If you would like to purchase refreshments from the Terrace Internet Café and enjoy them in the resident’s lounge please let the café staff know and they will be happy to serve you in this area. On your way back from lunch you can always treat yourself to a sandwich or cake to enjoy later in the day in the comfort of your own apartment.
**Purchase of small food items**

Between 9.00am and 10.00am and 2.00pm and 3.00pm each day, you will be able to purchase food items such as milk, bread, cereal, cheese, butter, sugar, bacon, eggs etc from the kitchen. If you would like to do this please ask a member of the catering team and they will be happy to help. If you prefer, you can place your order over the phone to be collected at your convenience. Please call the catering team on their mobile number 07824 550161.

**Assisted Bathroom**

You may prefer to use the assisted bathroom as an alternative to the shower in your apartment. Please speak to a member of staff in the office and we will reserve the room for your use. In the bathroom there is a specialist bath and a track and hoist. Please note that you will need your carer to assist you so you will need to make sure they are available to help you and to clean the bath after you have used it. Whilst we regularly service the equipment in the assisted bathing room, you and your carer are responsible for using the equipment properly.

The assisted bathroom facility is also open to visitors who attend Auden House for day care and people in the community who are struggling to have a bath in their own home. We make a small charge for the use of the bathroom by non residents. Priority for use of the assisted bathroom will always be given to residents.

**Laundry**

The communal laundry is situated on the ground floor next to the stairs and residents lounge. The laundry can be used by all residents and their carers who are doing washing on their behalf. The cost of the laundry is included in the service charge within your rent. You can also have your own washing machine in your apartment if you wish.
We ask that residents respect others at Auden House and try not to use the laundry facilities late in the evenings and early in the mornings. As there are a limited number of machines, we also ask that you empty them as soon as possible when finished, to allow others to use them.

Please ask a member of YHA staff if you need help to use the machines.

**Guest Room**

We have two beautifully furnished guest rooms that you can book for visiting family and friends. The guest suites provide hotel quality rooms for short stays. One guest room offers two single beds, an en-suite bathroom, a fridge, microwave and tea making facilities. The other guest suite offers a single bed and tea making facilities. There is a television in each room. If you haven’t seen the guest suites and would like to have a look please ask a member of the office staff. Staff will also be able to advise you of the charges.

We do request that guests arrive after 2.00pm and leave by 11.00am on the day of departure.

For a small additional cost your guests can enjoy breakfast. This can be anything from cereal to a full English breakfast and is served in the restaurant from 8:30am until 10:00am.

**Hairdresser**

The hairdressing salon is open to the general public, residents and relatives. Opening hours are Tuesday to Friday 9.00am till 4:30pm and Saturday 9.00am to 2.00pm. A discount is offered to residents, please ask the hairdresser for details.
Lift

Auden House has one lift, serving all three floors. The lift must not be used when the fire alarm is sounding. If you enter the lift and don’t press any buttons, it will go to the ground floor, and the doors will stay closed. They will open when the ‘Door Open’ button is pressed, or someone calls the lift. In the event of the lift breaking down the alarm buttons are situated on the lift wall (opposite the control panel and underneath this at floor level). We aim to get an engineer out as quickly as possible and they will prioritise the call if someone is in the lift. If the lift is out of order and you need assistance please let the support worker know.

Electric scooter store

There is an electric scooter store (the sign says buggy store) just inside the entrance on the ground floor. Electric scooters can be stored and charged there, however, spaces are limited and we cannot guarantee that there will always be enough space for everyone. If you would like to keep an electric scooter in the store please ask a member of staff.

We recommend that you lock your scooter, as the doors are not locked during the day. You may also want to remove accessories, such as lights. You are able to charge your scooter in the store, but other electric devices are not allowed. We are happy to carry out a safety check on the plug to your charger and will do this at no cost to you.

If you do use an electric scooter we ask that you are considerate towards other residents

Meeting Room

There is a meeting room located on the ground floor next to the hairdressers. This room is available for hire and is also used as a day care facility for older people who live in other parts of York.
Gardens

The residents’ garden area is secure and for the use of residents only. The garden can be accessed from the residents lounge. Garden maintenance is paid for as part of your rent and the gardeners attend regularly. However, if you have an interest in gardening and would like to get involved then please speak to a member of YHA staff.

The garden to the front of the building forms part of the Terrace Internet Café outside area and is open to the public.

Car Parking

There is limited parking available at Auden House and we cannot guarantee that people will always be able to park. We ask that residents let their visitors know that they may need to park elsewhere on occasions. There is a pay and display multi-storey car park a short walk from Auden House, and there is parking available for free just off Heslington Road.

We ask that people are considerate when parking, and only park in the designated areas. The area in front of the building entrance needs to be kept clear for ambulance access.

YHA is not responsible for any damage to, or theft from vehicles parked at Auden House.

When in the car park, please be aware there is a public right of way, and young children may cut through travelling to and from school.

Rubbish stores

There are bin stores located on each floor of the building where you can take your bagged up rubbish and recycling for the cleaners to collect daily. You don’t need to take your rubbish down to the main bins outside the building.

Please note that this is for normal household waste and not for large items. You will need to make your own arrangements for large or bulky items to be disposed of. If you require assistance with this please speak to YHA staff.
Access to the building and your apartment

Each resident is provided with two sets of keys to their apartment. You will also be provided with a fob to gain access through the front door and the door that leads to the residents lounge and apartments. If one person lives in an apartment they will receive one fob. If a couple live in an apartment they will receive two fobs. We offer the option to obtain one extra fob per apartment for your family or friends to use. We charge a refundable deposit for the fob. Please ask a member of staff in the office if you would like to do this and they will advise you of the cost and ask you to sign the necessary paperwork. The fob must be returned when your tenancy ends and the deposit will be refunded. Please note that we will only supply one additional fob per apartment. If you lose a fob, please inform staff straight away, as the fob can be de-activated, to prevent anyone else using it to access the building. Residents will be charged for replacement fobs and staff in the office will advise you of the cost.

Every day between the hours of 9.00am and 5.00pm, the main front doors to the building will open automatically when you enter or leave. Outside these hours you will need to use your fob to enter the building, however, the main doors will open automatically when you go out. The fobs are easy to use and all you need to do is hold it up against the picture of the key on the panel near the doors. When the light turns from red to green you will hear and see the message ‘Door Open’. You will then be able to enter.

You can also use your fob to get through the door to the ‘residents only’ area. Your family and friends will only be able to get through by using a fob or by you letting them in. YHA also allows some authorised visitors to have direct access to the residents only area, such as carers and people delivering your mail. A separate fob will be issued to you to give access to the residents’ garden.
Visitors

Auden House is your home and your visitors are welcome. Please remember you are responsible for the behaviour of your visitors when they are at Auden House.

Visitors are able to contact you via the intercom system which staff will show you how to use. At the start of your tenancy you will be issued with a remote control for the door entry system that will enable you to let your visitors into the ‘resident only’ area from the comfort of your apartment.

If you lose your remote control please inform staff straight away. You will be charged for a replacement and staff in the office will advise you of the cost. Depending on what type of television you have, you may also be able to see a picture of your visitors on the screen. In order to do this, your television will need to be tuned in to channel 55. When the intercom alerts you, you can switch from the programme you are watching to channel 55 and see a picture of your visitors before you let them in. Please ask a member of YHA staff if you need any help with this.

For your own safety, and the benefit of other residents, we do advise that before you allow your visitors access to the building, you speak with them first to confirm who they are. We also ask that you do not let anyone else into the building, either by the intercom or as you are entering or leaving, even if they tell you they are visiting another resident.

Each apartment has its own individual front door lock. We have a spare key incase of emergency. We recommend that you keep your apartment door locked at all times. It is possible for you to fit a key safe outside your apartment for your carers or family and friends to be able to access your apartment. Please ask our advice about the best location for your key safe.
Smoking

All of the communal areas in Auden House and the grounds are non-smoking areas. We want to ensure a smoke free, pleasant environment for everyone and comply with the relevant legislation. We ask that you respect this and ensure that you and your visitors do not smoke anywhere other than your own apartment. If you do smoke in your apartment we do ask that you consider opening your windows from time to time to ventilate the space.

Please also note that as a responsible employer we have a duty to protect our staff from the effects of cigarette smoke. We would therefore ask that you do not smoke in your apartment whilst a member of staff or contractor working for the Association is visiting you.

Testing the Fire Alarm

The fire alarm at Auden House is tested every Monday at 11:30am unless it is a bank holiday. When a bank holiday does occur, the fire alarm will be tested on the next working day.
Fire Safety Procedure

Auden House has been designed to be as safe as possible in the event of a fire. If you hear the alarm and there is no fire in your apartment please ensure your front door is closed. We operate a ‘stay put policy’ and advise that you stay in your apartment where you will be given further instructions if necessary. The building is designed for you to be safe in your apartment for up to one hour. In the unlikely event that we need to evacuate the building you may need to be prepared to go outside. When your tenancy started our staff will have completed a personal evacuation plan with you. This will provide emergency services with the information they need to ensure that evacuation of the building goes as smoothly as possible. The fire brigade will be called automatically and will only evacuate people as necessary. If there is a fire in an apartment, those in nearby apartments will be the first to be moved to a safe place.

If the alarm sounds and you are in the communal areas of the building, such as the residents’ lounge, laundry or restaurant, you should leave the building by the nearest fire exit and not return to your apartment until you are advised it is safe to do so.

When the fire alarm sounds, certain windows and doors will open automatically. This is perfectly normal and nothing to worry about. The lift will not work while the alarm is sounding.

We ask residents to give serious thought to fire safety and not to use items that could put you at risk such as chip pans, candles, paraffin lamps etc.

CCTV

There are CCTV cameras to act as a deterrent and these are located around the building.
Activities and Events

We encourage residents to organise a wide range of social activities and special events. If you would like to find out more about a residents committee or suggest an activity or event that you would like to see take place please speak to a member of YHA staff. We are happy to provide support in terms of helping with leaflets, invites, sourcing information and booking entertainers or guest speakers.

From time to time YHA will organise an event for residents and we will publicise details of these in advance. Some events will be open to the public, or to residents of other schemes.

There are a number of games, DVDs and CDs available for your use in the residents lounge.

Complaints and Compliments

We encourage all residents and family members to express their views about the quality of the services we provide and welcome your feedback.

If you have a compliment or complaint about the care you receive then please contact your care provider direct.

How to Complain to York Housing Association

If you are not satisfied with any aspect of our service to you, you can ask for our complaints leaflet. Your views are important to us and we use complaints to improve the services we provide.

Staff can support you to make a complaint if you wish.
Out and About

There is a folder in the residents’ lounge, which is regularly updated with information about local services and facilities. This includes:

- Post office
- GP surgeries
- Dentists
- Opticians
- Chiropodists
- Religious facilities*
- Special interest groups
- Take-aways
- Taxis
- Bus information
- Entertainment venues

Due to the wide range of religions and denominations, YHA staff will obtain information for you if you request it.

If residents would like anything adding, staff will be happy to help.

Leaflets are also displayed on notice boards and near the office.

Useful Information

Your mail

All apartments have their own letterbox so your mail will be delivered straight to your door by Royal Mail.

Please can you ensure that you are at home to accept delivery of items such as household goods, parcels and prescription medicines. We are unable to accept these items on your behalf because we cannot take responsibility for your personal belongings.

The nearest post box for outgoing mail is located on Heslington Road. For directions please speak to a member of staff.

If you move on from Auden House, please ensure you re-direct your mail, as staff are unable to forward mail on. We can help you set up a Royal Mail re-direction service.

Your address is:
Auden House
St Ann’s Court
Cemetery Road
York
YO10 5FD
## Useful Contacts

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<thead>
<tr>
<th>Service</th>
<th>Tel:</th>
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</thead>
<tbody>
<tr>
<td><strong>Auden House</strong></td>
<td>01904 466056</td>
</tr>
<tr>
<td><strong>York Housing Association (Main Office)</strong></td>
<td>01904 636061</td>
</tr>
<tr>
<td><strong>Emergency Repairs Out of Hours</strong></td>
<td>0845 601 5676</td>
</tr>
<tr>
<td><strong>Police - Non Emergency Calls</strong></td>
<td>101</td>
</tr>
<tr>
<td>- Emergency Calls</td>
<td>999</td>
</tr>
<tr>
<td><strong>Ambulance</strong></td>
<td>999</td>
</tr>
<tr>
<td><strong>Fire Brigade</strong></td>
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</tr>
<tr>
<td><strong>City of York Council</strong></td>
<td>01904 551550</td>
</tr>
<tr>
<td><strong>Adult Social Services</strong></td>
<td>01904 551550</td>
</tr>
<tr>
<td><strong>Riccall Carers</strong></td>
<td>01904 720700</td>
</tr>
<tr>
<td><strong>Ryecare</strong></td>
<td>01653 600666</td>
</tr>
<tr>
<td><strong>Age UK</strong></td>
<td>01904 621020</td>
</tr>
</tbody>
</table>

**Local Ward Councillor** Auden House is in the Fishergate Ward. You can find out who your local ward councillor is on [www.york.gov.uk](http://www.york.gov.uk)