



**HOSPITAL OF
SIR JOHN HAWKINS, KNIGHT, IN
CHATHAM**

**RESIDENTS' HANDBOOK
2025**

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FOREWARD

This handbook contains information about occupying your almshouse and about the Hospital and its management. It supplements and explains the rules and regulations set out in the Letter of Appointment, a copy of which you signed when you accepted accommodation at the almshouses. The Governors hope that the information this book provides will help you to be happy here.

Major N Wood
Chairman of Governors
7 December 2022

INTRODUCTION - Living in the Almshouses

Welcome

Almshouses are unfurnished dwellings designed and adapted with the needs of older people in mind. The Governors aim to provide convenient and comfortable accommodation for those who qualify to benefit from the Charity founded under the Charter and Governing Instrument of The Hospital of Sir John Hawkins, Knight, in Chatham. As a Resident (not a tenant) here, you follow in a long tradition of men and women who have been what those documents call “Pensioners” of the Charity which is of national significance. The Hospital is important in the naval and military history of Chatham, and as one of the two great Charities of the Chatham Intra section of Rochester. The Hospital buildings are Grade II Listed and are located in the middle of the Star Hill to Sun Pier Conservation Area.

Day-to-day

Here you are free to come and go as you please within the Guidelines set out in your Letter of Appointment, provided you show respect for the privacy and quality of life of your neighbours within the Hospital and in the High Street. The Hospital offers you security, and you are encouraged to make friends in and beyond the Hospital. As in the majority of almshouses in England, there is no Warden, Manager or Caretaker but, with the support of your family and friends where necessary, you should be able to look after yourself. If you need it now or if you are over 65, provided you have a land-line telephone subscription your flat can be connected to Medway Telecare so that you can get personal help in the event of a medical or other emergency day or night, and the Telecare Operator will be able to contact your next-of-kin.

Should something go wrong with your heating and emergency repairs, or redecoration you request this using one of the Service Request Forms in the back of the folder. The works will be scheduled by the Governors' Finance & General Purposes Committee according to perceived urgency, their on-going schedule of maintenance, and the availability of craftsmen and funds.

How the Hospital is run

11 volunteer Trustee Governors run the Charity.

The Hospital receives some income from an Endowment, which is supplemented by the Residents' Weekly Maintenance Contributions (which is actually paid by you once every calendar month) and occasional donations from benefactors and other charitable trusts.

The Governors are assisted in the day-to-day administration of the Charity by the Deputy Governor, who works from home where they balance their responsibilities to the Hospital with their other commitments. The Deputy Governor deals with all aspects of the Charity's administration, accounts, and external relations with statutory bodies, heritage groups and the archives centre, and they co-ordinate the work of the Governors' Welfare and Admissions Committee which cares for the Charity's Residents, and the Governors' Finance and General Purposes Committee which looks after the Charity's property. They also co-ordinate the work of regular and specialist contractors who come to work on these Grade II Listed buildings. During the course of the year they will arrange for your central heating to have its annual service and for a statutory Gas Safety Check to be carried out. They will also arrange for safety testing of the electrical appliances provided by the Hospital in your flat, usually in September.

The Deputy Governor can be contacted by email and is available to discuss matters to do with your flat or concerning living in the Hospital. Also, you can send them an email on hospital business to: hawkinshospital@yahoo.co.uk, or post a message in the letter-box.

As previously mentioned, the hospital is not run by a Warden or Caretaker and so residents are requested at other times to respect the privacy of the Deputy Governor who is not "On Call" except in instances of real emergency such as an injury to a resident on the premises, fire, or sudden serious damage to the fabric of the buildings.

Involving you

You will meet the Governors socially once or twice a year and at least one Governor will make an appointment to visit you occasionally during the year. Your Handbook explains more fully the points made in your Letter of Appointment, and also contains details about how you can contribute

constructive suggestions about the running of the hospital at occasional business meetings arranged for residents with the Governors.

It is intended that these arrangements will promote efficient and effective management of the hospital to the benefit of residents.

Chapter 1. History and Governance

The hospital is the oldest organisation in the country for the support of Naval people and their families. It was established by The Royal Charter, granted by Queen Elizabeth I, on 27th August 1594, to its founder, the famous Elizabethan sailor, Sir John Hawkins. He built the almshouses for ten or more mariners and shipwrights who had served in or for the Royal Navy.

In 1798 the hospital was completely rebuilt as ten two storey cottages, forming a little courtyard, which opened directly onto Chatham High Street at its border with Rochester. A Governors' boardroom was constructed at the river end of the cottages to complete the square. In 1792 a pump was placed in the courtyard to provide residents with their own water supply. Two further flats were built behind the boardroom in 1824 and more alterations took place at the turn of the 20th century and again in 1956.

In 1980 the Governors decided to make fundamental improvements and a plan was submitted to create eight comfortable flats of various sizes and to restore the buildings virtually to their original external appearance. To finance this "The Hawkins Appeal" was launched. This major refurbishment and modernization was completed in 1984 and re-opened by HM Queen Elizabeth, the Queen Mother.

In celebration of its four hundredth anniversary the Hospital was visited in November 1994 by HM Queen Elizabeth II.

Sir John Hawkins

John Hawkins was born at Plymouth in 1532. A leading mariner of his generation, Hawkins saw much sea service in the West Indies, South America and Africa where he became a thorn in the side of the Spanish and Portuguese whose ships and possessions he shamelessly plundered. He was also very active in the slave trade of that time.

Member of Parliament for Plymouth, he had a narrow escape in 1573, surviving being stabbed whilst riding in The Strand London. So concerned was she with his injuries that Queen Elizabeth I sent her own surgeon to attend him. She had the offender hanged at the scene of the crime but not before his right hand had been severed and nailed to the gibbet.

In 1588 Hawkins was knighted for his services against the Spanish Armada. As Treasurer of the Navy, and together with Sir Francis Drake, he is thought to have instituted the "Chatham Chest" for maimed and wounded seamen.

Sir John Hawkins died at sea off Puerto Rico in 1595.

(Sources: Dictionary of National Biography Volume XXV 1891)

1.1 Trustee Body

The hospital is run in accordance with the Scheme prepared by the Charity Commission 4 February 1876; but there have been subsequent amendments, one incorporated approval to allow applications for accommodation made by ex-Army, ex-RAF, Royal Fleet Auxiliary and British Merchant Service personnel to be considered. Another altered the body of Governors.

1.2 Governors

There are two ex-officio Governors whose appointments go right back to the original royal charter, the Lord High Admiral of the United Kingdom (HM King Charles III) and the Lord Warden of the Cinque Ports. A representative is appointed to attend board meetings in place of the King.

There are four governors nominated by outside individuals or bodies, The Bishop of Rochester, Trinity House, The Royal School of Military Engineering, at Brompton and The Royal Naval Benevolent Trust. There are also up to five Co-optative Governors who normally include a medical doctor and an accountant. They all give their services voluntarily in order to administer the hospital.

The Board meets four times a year, as does the Finance and General Purposes Committee. Also, a committee of Governors oversees Residents' welfare and handles applications for accommodation and admission to the Hospital and another supervises maintenance and building works.

Liaison between the Residents and the grounds keeper and the Governors is to be conducted via the Deputy Governor. The Deputy Governor is also the hospital's link with the Almshouse Association and as such, attends any seminars and courses that are relevant.

1.3 The Governor in Charge

A governor will visit the hospital for two hours on the first Friday of each month, at 4pm and matters of a general or personal nature can be brought to their attention. The visiting governor will inform the Chairman of Governors or the Deputy Governor, as appropriate, subsequently of anything that requires action and feedback will be provided, usually via the Deputy Governor.

1.4 Deputy Governor

The Governors appoint the Deputy Governor to the hospital. The Deputy Governor is responsible for keeping all the necessary accounts and records. All correspondence regarding the hospital is made via the Deputy Governor.

The Deputy Governor is available to assist residents with any problems and works closely with the Governors. Through the Chairman of the Premises Committee, they ensure that the fabric of the buildings is kept in good order

and that any repairs /alterations /improvements are carried out satisfactorily. Together they are responsible for the day-to-day management of the hospital.

The Deputy Governor is the liaison between the hospital and the Almshouse Association, and as such, attends any seminars etc that are relevant.

Chapter 2. Health & Safety

2.1 Emergency Call System

For those who require it, their flat is connected to the Medway Telecare 24 hour control room*. Telecare equipment will be demonstrated to Residents who will be asked to provide details of their Doctor and next of kin etc. These details are required so Medway Telecare can make correct contact in an emergency.

Please

- Keep the alarm button within easy reach.
- Use the call system day or night to get help for a sudden illness or accident.
- Test the equipment regularly in accordance with Telecare guidance.

*This control room also operates the Medway CCTV system, which covers Chatham High Street outside the front of the hospital.

2.2 Fire Precautions

Fire resistant self-closing doors are fitted at the top of stairs in first floor flats and the first floor flats also have smoke detectors fitted. Cupboards below staircases in ground floor flats are also fitted with fire resistant doors.

Heat detectors and fire blankets are supplied to each flat. This equipment is inspected and tested yearly by Red Alert. The grounds keeper will also regularly check the alarms.

New residents will be shown the equipment and how to use it. Kent Fire and Rescue Service will make periodical fire prevention visits.

When you notice obvious signs of an outbreak of fire, evacuate the building by the nearest route shutting the door behind you. Go straight to the fire assembly point. Do not attempt to put out the fire or collect personal belongings. Stay calm and help other Residents to leave the building. Get someone to dial 999.

Please:

- Know how to use the fire blankets provided.
- Always dispose of cigarettes and pipe contents safely.

Please DO NOT:

- Wedge fire doors open. These only prevent fire and smoke spreading when shut.
- Leave pans (especially chip pans) unattended.
- Attempt to fight any fire.

Fire Assembly Point

**IN THE PORCH OF FEATHERSTONE HOUSE AWAY FROM SITE OF ANY
FIRE OR EMERGENCY**

2. 3 Carbon Monoxide Detectors

Detectors are supplied to each flat. Carbon Monoxide cannot be seen, tasted or smelt. If the alarm sounds leave the building immediately and contact the grounds keeper. The grounds keeper will regularly check the Carbon Monoxide Detectors.

2. 4 Security

Front doors should be kept locked at all times. Use the door chain provided before opening the door to strangers. Strangers should not be allowed entry without proof of identity. If in doubt contact Medway Telecare.

2. 5 Spare Keys

Spare keys to all flats are held in a locked key safe in the boardroom. These will only be used to gain entry to your flat with your permission or in case of emergency. The Deputy Governor and Grounds keeper hold the keys to the key safe and the boardroom.

Your privacy will be respected. No one will enter your flat unless:

1. You ask him or her to enter.
2. You have given permission for work to be done in your absence.
3. In an emergency.

Additional keys should not be cut without permission of the Deputy Governor of the almshouses, as this could compromise security.

Chapter 3. Services Provided

3.1 Central Heating and Hot Water

- Each flat has its own gas fired central heating and hot water system. This is fully covered by a Swale Heating maintenance contract. The hospital pays for this contract. Swale Heating will carry out an annual Gas Safety Check and service your boiler. You should contact the grounds keeper if something goes wrong with your heating.
- You are responsible for the gas used and your supplier will bill you direct. Please let the Deputy Governor know the name of your gas supplier, and of any later change.
- In the interest of safety, paraffin and calor gas heaters are forbidden.

3.2 Electricity

- You are responsible for the electricity you use and will be billed direct by your electricity supplier. Please let the Deputy Governor know the name of your electricity supplier, and of any later change.
- The Deputy Governor must by law arrange for annual PAT testing of all appliances supplied by the hospital and for inspections of your own equipment by a qualified tester.

3.3 Water

The hospital meets the costs of residents' water consumption.' Monthly legionella testing is carried out to ensure the water supply does not have legionella present.

3.4 Telephones

Residents are responsible for their own landline telephone arrangements and bills. For those residents requiring additional support, wristbands linking automatically to the Medway Telecare system can be provided.

3.5 Laundry & Undercroft

- The laundry in the East Wing Undercroft is only to be used in the last resort, for example if your washing machine breaks down and is awaiting repair. It contains a large commercial type washing machine and tumble drier, together with a small sink, water heater.
- For fire prevention and to discourage infestation, no personal property may be stored in the Undercroft.
- A contractor from Medway Council calls monthly to bait vermin traps in the Undercroft and in the courtyard, the garden, and the side alleys.

3.6 Boardroom

The boardroom is used primarily for Governors' meetings and sometimes for residents' meetings by permission of the Governors. It is the "museum" of the Hospital and occasionally groups of visitors may come to see the wall

panels explaining its history and that of Sir John Hawkins. This is one way in which the Hospital meets its requirement to provide Public Benefit under the Charities Act 2006. The window shutters are kept closed in order to maintain a constant temperature inside.

3.7 Repairs and Maintenance

- The Governors are responsible for both the internal and external repairs and decoration. Defects and requests for work to be carried out should be reported in writing using a Service Request Form and put in the Deputy Governors Letter Box.
- You will be consulted in advance regarding arrangements for any planned redecoration. You will be informed when work will start and how long it is planned to take.
- Workmen will not be allowed to enter your flat whilst you are out unless you have agreed to satisfactory arrangements. An exception will have to be made if an emergency arises or access is required to rectify an urgent problem. Please do not let anyone into your flat unless you know who they are.
- If you wish to re-decorate part of the interior of your flat yourself, prior approval of the Governors must be obtained. Please submit a Service Request Form through the Deputy Governors Letter Box. Approval will normally be given providing the colour scheme remains more or less as at present. The Governors will generally refund the full cost of the materials used for such decoration.

3.8 Television

- Under current legislation, for Residents over 75 years old the television licence is free. Disabled residents and those over retirement age and below 75 years old may be entitled to a concessionary television licence (£7.50) at the discretion of the licensing authority. If so, this will be paid by the Governors.
- Due to the hospital being a Grade II Listed Building there are restrictions on the siting of aerials. Please be considerate to your neighbours in the use of TVs, radios, stereos and musical instruments.
- The Sky TV top box (or later equivalent) and remote control are the property of the Hospital. A new TV aerial has been fitted and residents can choose whether to use the TV aerial of the Sky box.

3.9 Insurance

- The Governors are responsible for the insurance of the buildings. Your contents are not included in this insurance and you are responsible for making your own arrangements for covering your personal possessions, clothing and your own electrical appliances.
- Please do not keep more cash in your flat than you need for day-to-day expenses. Keep the rest in a bank or building society.

3.10 Cleaning

You are responsible for keeping your flat clean. Remember that accumulated grease and fat can be a fire risk around your cooker, and fats should not be poured down drains. If you have a problem coping with your cleaning, please inform the Deputy Governor.

3.11 Courtyard

You are responsible for keeping the courtyard adjacent to your flat clean and tidy.

3.12 Garden

The garden has been laid out for the use and benefit of all residents. The grounds keeper maintains the garden. You may also make constructive suggestions about the garden through the Deputy Governor or a Service Request Form and they will be reviewed and actioned if felt to be beneficial by the Premises Committee.

3.13 Signs and Notices

Only the Governors may erect or display signs and notices.

3.14 Rubbish

- Communal bins are provided but general rubbish is only removed in black sacks, which you must obtain for yourself. Medway Council makes collections each Wednesday in accordance with their collection schedules.
- Recycling is collected alternate Wednesdays. The Council provides recycling bags for clean tins, plastics and glass, so please sort your waste accordingly. Newspapers and cardboard may be collected on the same collection day if they are left folded in a clean plastic carrier bag.
- A Bulky Refuse Collection by the local council for a small fee. You can arrange this yourself direct with Medway Council's Customer First Switchboard on 01634 333333.

Chapter 4. Terms of Occupancy

4.1 Qualifications for Residency

The present qualifications are:

The Resident shall be needy or disabled and

- have served in the Royal Navy, Royal Marines, the Women's Royal Naval Service, Queen Alexandra's Royal Naval Nursing Service.

Or

- have served in and have been mobilised for active service in the Reserve Forces of those bodies.

Or

- have been employed in any of HM Dockyards or Naval Bases on the construction, maintenance, refitting or repair of any of HM Ships and Vessels.

Or

- have served in the Army, Royal Air Force, Royal Fleet Auxiliary or British Merchant Service.

The Governors may appoint a widow, widower or other dependant of a person so described if there is no applicant qualified as above.

The Governors may permit the spouse of a Resident to reside with him or her. Upon the death of a Resident the Governors may permit the spouse, if in need and if residing with him or her in the Hospital, to continue in the accommodation, or occupy such other accommodation as the Governors allow.

The Hospital cannot provide social or nursing care over and above that which is available from the Local Authority or National Health Service. The Governors may, therefore, request a medical report from the Medical Governor, which will involve a discussion with a Resident's, or potential Resident's, General Practitioner to ensure that the health and safety of the Resident or other Residents would not be placed at risk if they were appointed as a Resident.

- Subject to these restrictions and the nature of the buildings, the Governors do not discriminate on the grounds of race, religion or disability and welcome applications from all parts of the community.

4.2 Letter of Appointment (see Appendix 2)

- You will have a copy of the Letter of Appointment, which you signed when you were appointed as a Resident.
- As a beneficiary of an almshouse charity you are not a tenant.
- The Governors cannot ask you to leave unless there are exceptional circumstances, such as when you cease to be an eligible beneficiary of the

charity or you do not comply with the terms of your Letter of Appointment. (See Moving Out).

- You have also agreed to pay a Weekly Maintenance Contribution at the start of each calendar month that includes an amount for the services provided. Failure to meet these contributions is a breach of the charity's regulations.
- You must also be prepared to accept the provision of a call system (Medway Telecare) as a condition of occupancy if it is recommended by the Governors' Welfare & Admissions Committee.

4. 3 Relatives and Visitors

- With the help and cooperation of relatives and friends and, when necessary, support from Social Services, the Governors hope you will be independent for as long as you wish.
- However, your flat is designed for older people and is not suitable to accommodate extra people. If you wish to have a relative or friend to stay overnight or on a regular basis please seek the Deputy Governor's permission in advance.
- We need to know who is in the almshouses for the safety and security of the whole community.
- You are responsible for the behaviour and conduct of those you invite on to the Hospital grounds.
- Animals, other than those who assist impaired persons, are not permitted to enter the Hospital.

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4. 4 Absence from Home

- Please inform the Deputy Governor if you go away for any period. It would be helpful if you left a contact address and telephone number. If you plan to be away for more than 28 days please tell the Deputy Governor and get their agreement.
- It may also be advisable to take precautions against frost by turning off and draining your water system.

4. 5 Consulting Residents

Consultation and involving Residents in the day-to-day running of the Hospital is a form of participation, which will benefit all concerned. The Governors welcome Resident's views on matters affecting their quality of life at the Hospital. A Residents Newsletter is issued from time to time to update Residents regarding matters that affect them.

The Governors will consult you:

- Before any work is done on your flat (except in an emergency).
- Before making changes to the amount of Weekly Maintenance Contributions you pay.

Residents' meetings in the Boardroom may be arranged periodically, usually just before a meeting of the Welfare & Admissions Committee.

Residents can raise concerns or suggestions with the governors either via the Deputy Governor or when the visiting governor is on site. If the Governors feel that a meeting with residents would be useful to investigate a matter further the Deputy Governor will arrange for the Welfare and Admissions Committee to convene and will inform residents accordingly. This committee can refer matters to the full board, should the members feel it to be appropriate and the full board might call residents before it to provide more detail on an issue. Also, residents can request that a concern be added to a committee agenda using the Service Request Form.

4. 6 Weekly Maintenance Contributions (paid monthly)

The Weekly Maintenance Contribution is payable by monthly Bankers Standing Order from the 1st of the month towards the upkeep of the Flat, and this figure may be increased biennially upon one month's notice.

The amount you pay covers part of the cost of running the Hospital and includes:

- Water and sewerage charges
- Repair and maintenance
- Insurance of the buildings
- Upkeep of the garden
- Cost of Medway Telecare call system

Failure to meet these contributions is a breach of the charity's regulations and would place your status as a Resident in jeopardy.

The Board of Governors review the rate of your Weekly Maintenance Contributions biennially following comparative valuation by the Valuation Office Agency. This process produces an 'assessed fair rent' which the charity subsidises and charges to Residents as Weekly Maintenance Contributions. You will be given a minimum of one month's notice of any increase.

You will be means-tested in advance of the biennial Weekly Maintenance Contribution review and the charity's contributions towards the Valuation Office's assessed fair rent adjusted relative to your income.

4. 7 Housing Benefit and Council Tax Benefit

If your income is low and you have little or no capital you will almost certainly be entitled to Housing Benefit to help with your housing costs. To claim Housing Benefit you should ask for a form from your local Benefits Office or Housing Department. If you do have some additional income you may still be entitled to some help with housing costs. Forms to claim this are available from your local Benefits Office, Housing Department, or online.

If there is any increase in the Weekly Maintenance Contributions you should inform the Benefits Office.

If you are already in receipt of Housing Benefit you must report any change of address and/or change to your outgoings to the Local Authority that pays it. This avoids any overpayment by them, which ultimately would have to be repaid by you.

All Hospital flats are rated as Council Tax Band A.

The Deputy Governor will advise and help if needed.

4. 8 Moving out

If you wish to move from the Hospital you must give the Governors written notice of at least four weeks. During this notice you will be liable for your WMC payments even if you have moved out. Residents or, in the event of death, their personal representatives are responsible for WMC until the premises are cleared of personal possessions and the keys are returned. Please arrange for your meters to be read by the appropriate supplier.

In certain circumstances the Governors may ask you to find alternative accommodation. These are:

- You do not comply with the rules set out in your Letter of Appointment. These rules are made for the benefit of all Residents.
- You no longer qualify to live at the Hospital. It is possible that your circumstances could change to make you no longer eligible. For example you could win or inherit a significant sum of money. Or you may have come to the end of a fixed term residency previously agreed with the Governors.
- You may no longer be able to look after yourself, even with the help of your family, the Local Authority and community health care staff. There may come a time when this is putting you, or other Residents, at risk. Under such circumstances, the Governors may request a medical report from the Medical Governor, which will involve a discussion with your General Practitioner to ensure that neither your health and safety nor that of other Residents would be placed at risk if you were to continue as a Resident.
- The Governors will only set aside the appointment (ask you to find other accommodation) as a last resort, after a fair process of investigation and warning. They will give you as much time and help as possible to find alternative accommodation.

4. 9 Re-Housing

- The Governors may require you to move to another Flat when major repair work is carried out. You will be given as much notice as possible prior to this.
- The Governors may request a resident to move from a 2-bedroom flat to a 1-bedroom flat if the situation requires it.

- Residents who wish to change their accommodation within the Hospital may apply to the Deputy Governor for the matter to be considered by the Board of Governors.

Chapter 5. General Information

5.1 Council Tax

Each Resident is responsible for his or her Council Tax. You will be told how to pay, and about any available benefits by Medway Council.

5.2 Improvements and Alterations to Accommodation

If you wish to suggest an improvement or alteration to your flat the Governors must approve it first, so please consult the Deputy Governor. Because the buildings are Grade II Listed, alterations may not be possible. The Governors will not approve any alteration which:

- May reduce amenities for future Residents.
- Will increase maintenance and costs.
- Is unsafe or unlawful.

5.3 Pets and Animals

Because of the restricted space within the Hospital, and in the interest of other residents, no animals or pets except for guide/service dogs are allowed. Please do not leave scrap food which will attract foxes, rats, seagulls or pigeons.

5.4 Parking of Vehicles

There are no facilities for the parking of vehicles at the Hospital.

5.5 Doctor

- If your doctor is nearby you will not need to change.
- If you do not have a doctor, or you are moving in from another area, please contact Medway Primary Healthcare Trust or look on the internet for NHS Choices and enter the Hospital's postcode, ME4 4EW. A list of GP surgeries with vacancies nearby will be shown. If there are any current vacancies at the Rochester Healthy Living Centre, Delce Road, that should be your first choice because bus 145, which passes the Hospital, stops right outside that surgery, and there is a Chemist next door.
- Please ensure that Medway Telecare have the details of your doctor as well as any particular health problem you have. This will assist them in any emergency and all information is CONFIDENTIAL.
- You have every right to see your doctor, nurse or other carer alone, and to keep your medical affairs entirely to yourself if you wish.

5.6 Emergencies and Sickness

If you are ill or in difficulties press the Telecare button to summon immediate assistance. The Deputy Governor has details of your doctor and next of kin. Please inform the Deputy Governor and Medway Telecare of any changes to these.

If you have a disability or become disabled while living here, it may be possible to obtain equipment or make alterations to your flat to help you lead an independent life. Please speak to the Deputy Governor, but please do not make any structural alterations to your flat (e. g. fitting ramps or stair lifts) without permission from the Governors.

5.7 Personal Problems

If you have no family or trusted friends to turn to regarding personal problems, speak to the Deputy Governor in the first instance who will alert the Governors, if appropriate, and they will help in any way they can.

5.8 Wills

You are strongly advised to make a Will. If you leave personal property to a relative or friend a Will is essential. Please tell the Deputy Governor where the Will is kept and who is the executor. The local Citizens Advice Bureau will give you details of solicitors who can help.

Chapter 6. Complaints Procedure

6.1 Complaints Procedure

The Governors can only resolve problems and improve their service if you speak up when things go wrong. You should do this in writing as a 'Concern' using a Service Request Form.

Set out below is the procedure to be followed if any resident wishes to raise a complaint in connection with the occupation of his or her flat or about services provided by the Hospital.

- In the first instance, bring matters to the attention of the Deputy Governor. Small problems such as maintenance can be dealt with straight away.
- Anything more persistent, excessive noise, health and safety or matters involving other residents should be reported to the Deputy Governor in the first instance. You should be prepared to put your complaint in writing at this stage. The Governors will treat all such communication as confidential.
- If the Deputy Governor is unable to rectify your complaint, then it will be passed to the Chairman of Governors. If you are still not satisfied you have the right to put your complaint in writing to the Chairman with a formal request that it be considered at the next Full Board Meeting. You have the right to attend that meeting and may have a friend accompany you. After the meeting the Deputy Governor will write, informing you of the decision made to resolve the complaint and any action to be taken.

6.2 Anti-Social Behaviour Policy

The Governors of the Hospital of Sir John Hawkins will not tolerate anti-social behaviour by any resident that affects the quality of life of another Resident or the management of the Hospital for the benefit of all its Residents.

Residents are encouraged to report any behaviour considered by them to be anti-social **by any person**. The Governors will investigate any such reports (in confidence when this is appropriate). Should mediation be appropriate, the Governors may involve Advice, Information & Mediation Service (AIMS – Age UK) to resolve the problem.

If the matter cannot be resolved by mediation the Governors will not hesitate to act on behalf of a Resident affected by anti-social behaviour. If this is caused by another Resident in contravention to their letter of appointment, the Hospital will follow its internal procedures. After due process the Resident's appointment to the Hospital may be set aside.

In the case of anti-social behaviour by visitors or neighbours, the Governors may seek an Anti-Social Behaviour Order on behalf of one or all the Residents.

Procedure

Residents should report any behaviour considered by them to be anti-social to the Deputy Governor. The Deputy Governor will bring this to the notice of the Governors at the earliest opportunity.

The Governors will then decide to:

1. Resolve the matter within the Hospital, or.
2. Refer the matter to external mediation, or.
3. Seek an Anti-Social Behaviour Order.

6.3 Equal Opportunity Policy

The Hospital of Sir John Hawkins, Knight, in Chatham is restricted under its governing instrument to providing homes for:

Disabled or needy persons who have served in:

- Royal Navy
- Royal Marines
- WRNS QARNS
- Royal Fleet Auxiliary
- Merchant Navy
- HM Dockyards employed on the construction, maintenance, re-fitting or repair of HM Ships
- Army
- Royal Air Force
- Widows/widowers/dependants of the above

Subject to this restriction, the Governors do not discriminate on the grounds of race, religion or disability and welcome applications from all parts of the community.

● APPENDIX 1 – List of Governors

Chairman Major Neil Wood

Governors

Lord Warden of the Cinque Ports, tbc
Cdre B Bryant
Mrs P Lowton
Lt Cdr S. Small
Wg. Cdr. P. Gilbert
Capt. S. Gobbi

Dr M. Morgan
Capt. N Butler
Mr C Reynolds
Lt Col R Meakins

Deputy Governor Kirstin Miller

Administration Office Governors' Mailbox
Sir John Hawkins Hospital
High Street, Chatham, Kent
ME4 4EW
hawkinshospital@yahoo.co.uk
www.hawkinshospital.org.uk

Registered Charity Number 213213

Ex-officio Governors:

Lord High Admiral of the United Kingdom
represented by Commodore Barry Bryant – term expires June 2024

Lord Warden of the Cinque Ports
TBC

Nominative Governors:
(Four-year terms)

Diocese of Rochester
Dr Mark Morgan – term expires December 2025

•
Corporation of Trinity House
Captain Stephen Gobbi – term expires June 2024

Royal Naval Benevolent Trust
Mr Christopher Reynolds – term expires June 2026

Royal School of Military Engineering Chatham Garrison
Lt Colonel Robin Meakins – term expires March 2025

Co-optative Governors:
(Five-year terms)

Mrs Pamela Lowton - term expires December 2025

Lt Cdr Steve Small - term expires June 2024

Major Neil Wood - term expires June 2023

Wg. Cdr. Peter Gilbert - term expires September 2026

Captain Nicholas Butler – term expires June 2023

Appendix 2 - Specimen Letter of Appointment

THE HOSPITAL OF SIR JOHN HAWKINS, KNIGHT, IN CHATHAM (Registered Charity No. 213213)

Governors' Mailbox
Sir John Hawkins Hospital
High Street, Chatham, Kent, ME4 4EW
E-mail: hawkinshospital@yahoo.co.uk
www.hawkinshospital.org.uk

NAME

LETTER OF APPOINTMENT AS A RESIDENT IN THE ALMSHOUSES

The Board of Governors of The Hospital of Sir John Hawkins, Knight, in Chatham have considered your application for accommodation and have decided to appoint you as a beneficiary of the Charity (under Clause 36 of the Charity Commission Scheme dated 4th December 1996) with effect from Monday XX Month 20XX.

Please read this letter carefully, and if you accept the Terms set out, please countersign both copies and return one to me, along with the Resident's Details Form including the details of your current GP. Dr Gilbert will not contact him/her without your permission.

You have been allocated accommodation in:

Flat X
Hospital of Sir John Hawkins
High Street, Chatham, Kent
ME4 4EW

A Weekly Maintenance Contribution of **£XXX per month** is payable by monthly Bankers Standing Order from 1st XXXX at the beginning of the month towards the upkeep of the Flat, and this figure may be increased annually upon one month's notice. The Valuation Office Agency provides guidance concerning the maximum level of Weekly Maintenance Contribution, which will qualify for the payment of Housing Benefit and residents agree to be means-tested biennially. A proportion for water charges and any service and support costs is included in this figure.

Please now arrange with your bank to set up the Standing Order as follows:

Account Name: Governors of Sir John Hawkins Hospital
Bank: NatWest, Chatham

Account Number: 55104657
Sort code 60 17 36
Reference: Your Name Flat X

It is a condition of occupancy that the full amount of Weekly Maintenance Contribution is paid whether or not Residents use the services or support elements. Residents accept responsibility for paying their own Council Tax, Gas, Electricity, Telephone/Broadband, and TV Licence unless you are eligible for a Concessionary Licence on grounds of age or disability.

The following regulations for the Residents are to ensure the smooth running of the Hospital:

1. The Governors undertake to carry out all repairs, including internal and external decoration. Residents are not allowed to make any structural alterations to the Hospital, nor to alter the plumbing or electrical installation without prior consent of the Governors.
2. The Residents should permit reasonable access for inspection of their almshouse and for repairs and decoration to be carried out.
3. The use of paraffin oil and portable gas heaters is strictly prohibited. Please consult the Deputy Governor before you use additional heaters.
4. Residents should not vacate their almshouse for more than a total of twenty-eight days in any one year without prior consent of the Governors and should inform the Deputy Governor if they will be away for more than one week at a time.
5. The name and address of your next of kin should be supplied to the Governors together with information as to whether a Will has been made and, if so where it is deposited.
6. Residents are asked to occupy their almshouse quietly and with thought for other Residents. This includes not accumulating rubbish in the Courtyard.
7. Neither the Resident(s) nor any relation or guest of his/hers/theirs will be a tenant of the charity or have any legal interest in his/her/their almshouse.
8. The Governors may take such steps as they think proper in the administration of the Hospital and for the Residents' welfare, and any such alteration to the rules will be notified in writing to each Resident.
9. Residents may expect to continue in occupation for as long as they need the accommodation and can look after themselves. If health deteriorates

they must be willing to accept advice and guidance from time to time, either from their own doctor or a medical consultant appointed by the Governors. The Governors will consult with the next of kin, Social Services, etc. to make the most suitable arrangements.

10. Pets are not permitted.

11. js are not permitted to stay overnight at the Hospital without the previous consent of the Governors through the Deputy Governor.

13. The Governors reserve the right to ask a Resident to vacate their almshouse and move, either temporarily or permanently to another within the Hospital. The governors may request a resident to move from a 2-bedroom flat to a 1-bedroom flat if the situation requires it.

14. The Resident's attention is drawn to the Complaints Procedure set out in the Residents' Handbook.

15. The Governors retain the power to set aside a Resident's appointment for good cause, e. g. in the case of serious misconduct or if there is a breach of the regulations, or if he/she is no longer a qualified beneficiary or is a risk to other Residents, as outlined in the Charity Commission Scheme dated 4th December 1996. Failure to make timely payment of the Weekly Maintenance Contributions (WMC) will be regarded as a breach of the charity's regulations.

16. Should a Resident wish to leave his/her Flat to live elsewhere, not less than one calendar month's notice in writing must be given to the Board of Governors. Weekly Maintenance Contributions remain payable until the date when the Flat is vacated.

17. Should the Governors resolve to Set Aside an Appointment as described in Clause 15, not less than one calendar month's notice in writing to set aside the appointment will be given by the Board of Governors to the Resident(s).

18. If a Resident is below retirement age, the appointment will be reviewed annually.

19. Should the Resident's circumstances substantially improve, he/she may be asked to move to other accommodation.

20. Neither the Hospital nor its garden may be used as a place of business, either from where to conduct business or to store items connected with running a business.

21. The Undercroft in the East Wing has a laundry which is intended only to be a back-up should Residents' own machine break down. No possessions

should be stored in the Undercroft, because of the risks of fire and rodent infestation.

22. It is a condition of occupancy that a new Resident should sign a copy of the Letter of Appointment signifying to abide by the above rules.

You will receive a copy of the Residents' Handbook on arrival which explains in more detail how to get the most out of living in the almshouses.

Yours sincerely

Deputy Governor

Chairman

I accept the Appointment as a beneficiary Resident at The Hospital of Sir John Hawkins, Knight, in Chatham from Month 20XX, on the terms as set out in the Letter of Appointment of

(Date.....).

(Resident's Name)

Bank Account Details (The account from which your WMC will be paid)

Bank Name & Address:

Account Name:

Account Number: -----

Sort Code: -----

Appendix 3 – Request for Service form

YOUR NAME _____ DATE _____

This Request Form is about (please tick as appropriate):

_____ My Flat _____ Courtyard / Paths _____ Safety
_____ Urgent Repair

_____ Garden _____ Re-decoration _____ Laundry
_____ Residents

_____ Hospital Buildings _____ A Worrying Incident
_____ A Personal Matter

Please describe briefly what has happened, when it happened or how long it has been going on, then say what action you would like taken.

Your Signature _____

Please put this form in an envelope, and post it in the Deputy Governor's Letter Box.

Date Read by Deputy Governor _____

Initial Response Message

For Governors' Use:

_____ Urgent _____ Pastoral _____ W&AC _____ F&GPC
_____ AB

Quote Cost £

Actual Cost £

Appendix 4 – Almshouses and Pensioners

(Extract from the Hospital's Governing Charitable Document)

32. Almshouses and Boardroom. — The almshouses and the Boardroom of the Charity and the land occupied therewith first described in the schedule hereto shall continue to be called The Hospital of John Hawkins, Knight, in Chatham (hereinafter referred to as the Hospital). The Hospital shall be appropriated and used for the accommodation of Pensioners in conformity with the provisions of this Scheme.

33. Saving for existing Pensioners. — Appointments of Pensioners under this Scheme shall be made without prejudice to the interests of the existing Pensioners.

34. Qualifications of Pensioners.

(1) The Pensioners shall be needy or disabled persons who have served either in the Royal Navy, the Royal Marines, the Women's Royal Naval Service or the Queen Alexandra's Royal Naval Nursing Service, or who have served and have been mobilised for active service in any of the Reserve forces or bodies of the Royal Navy or the Royal Marines, or who have been employed in any of Her Majesty's Dockyards or Naval Bases directly on the construction, maintenance, re-fitting or repair of any of Her Majesty's ships and vessels.

(2) If on the occasion of a vacancy there is no applicant qualified as aforesaid the Governors may appoint as a Pensioner a needy or disabled person who is the widow, widower or other dependant of a person who has served or been employed as aforesaid.

(3) The Governors may permit the spouse of a Pensioner to reside with him or her. Upon the death of a named Pensioner the Governors may permit the spouse, if in need, and if theretofore residing with him or her in the Hospital, to continue in the occupation of such accommodation or to occupy such other accommodation in the Hospital as the Governors allot.

35. Contributions. — The Governors may make it a condition of appointing or permitting a person to be or remain a Pensioner that he or she shall from resources available to him or her—

(1) contribute a weekly sum towards the cost of maintaining the Hospital and essential services therein but so that the amount of the weekly sum shall not—

(a) be such as to cause hardship to him or her;

(b) be more than the amount approved from time to time by the Charity Commissioners;

(2) contribute, towards the cost of lighting and heating the Hospital and providing hot water therein.

36. Notice of vacancy. — No appointment of a Pensioner shall be made by the Governors until a sufficient notice of an existing vacancy specifying the qualifications required from applicants has been published by advertisement or otherwise so as to give due publicity to the intended appointment but it shall not be necessary to publish a notice if a vacancy occurs within twelve calendar months after the last notice of a vacancy has been published.

37. Applications for appointment. — All applications for appointment shall be made to the Governors or the Deputy Governor in such manner as the Governors direct. Before appointing any applicant to be a Pensioner the Governors shall require him or her to attend in person unless he or she is physically disabled or the Governors are of opinion that special circumstances render this unnecessary. An applicant may be required to supply evidence of his or her qualification for appointment.

38. Selection of Pensioners. — Pensioners shall be selected only after full investigation of the suitability and circumstances of the applicants.

39. Appointments of Pensioners. — Every appointment of a Pensioner shall be made by the Governors at a special meeting.

40. Records. — The Governors shall provide and keep a book in which shall be entered the name, age and description of every person appointed to be a Pensioner, the date of every appointment and the date and occasion of every vacancy. They shall also keep a register of all applications for appointment.

41. Absence from Hospital. — The Governors shall require that any Pensioner who desires to be absent from the Hospital for more than 28 days in any one year shall obtain the prior consent of the Governors or of some officer of the Charity to be nominated by them.

42. Rooms not to be let. — No Pensioner shall be permitted to let or part with the possession of the room or rooms allotted to him or her or except with the special permission of the Governors to allow any person to share the occupation of the same or of any part thereof.

43. Setting aside appointments.

(1) The Governors may set aside the appointment of any Pensioner who in their opinion—

(a) persistently or without reasonable excuse either disregards the regulations for the Pensioners or disturbs the quiet occupation of the Hospital or otherwise behaves vexatiously or offensively; or

(b) no longer has the required qualifications; or

(c) has been appointed without having the required qualifications; or

(d) is suffering from mental or other disease or infirmity rendering him or her unsuited to remain a Pensioner.

(2) Upon setting aside the appointment of a Pensioner the Governors shall require and take possession of the room or rooms occupied by him or her.

(3) The Governors upon recovery of a Pensioner whose appointment has been set aside on account of mental or other disease or infirmity may re-appoint him or her without giving previous notice of the vacancy.

44. Regulations. — The Governors may prescribe from time to time such reasonable regulations as they consider expedient for the management of the Hospital and the welfare of the Pensioners but so that the same shall not be at variance or inconsistent with any of the provisions of this Scheme.

GENERAL PROVISIONS

45. Appropriation of benefits. — The appropriation of the benefits of the Charity shall be made by the Governors at meetings of their body and not separately by any individual Governor or Governors.

46. Governors not to be personally interested. — No Governor shall take or hold any interest in property belonging to the Charity otherwise than as a Governor for the purposes thereof and no Governor shall receive remuneration, or be interested in the supply of work or goods, at the cost of the Charity.

47. Charity not to relieve public funds. — The Governors shall not apply income of the Charity directly in relief of rates, taxes or other public funds.

48. Donations. — The Governors may accept donations or property for the general purposes of the Charity or for any special purposes connected With the Charity not inconsistent with the provisions of this Scheme.

49. Questions under Scheme. — Any question as to the construction of this Scheme may be referred to the Charity Commissioners for their opinion or advice in accordance with the provisions of section 24 of the Charities Act 1960.