



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

RESIDENTS' HANDBOOK

2021

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FOREWORD

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

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 the Medway Council HelpLine service so that you can get personal help in the event of a medical or other emergency day or night, and the HelpLine Operator will be able to contact your next-of-kin.

The Handbook includes your contact arrangements for getting help under the British Gas HomeCare scheme so that you can call out an engineer should something go wrong with your heating. There is also a Home Service Insurance emergency number which will deal with other emergency repairs to drains, water leaks, or the security of your flat. Other repairs and redecoration you request using one of the Service Request Forms in the back of the folder, 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

Eleven 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 Clerk/Administrator, who works from home where she balances her responsibilities to the Hospital with her other commitments. The Clerk/Administrator deals with all aspects of the Charity's administration, accounts, and external relations with statutory bodies, heritage groups and the archives centre, and she co-ordinates 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. She also co-ordinates the work of regular and specialist contractors who come to work on these Grade II Listed buildings. During the course of the year she will arrange for your central heating to have its annual service and for a statutory Gas Safety Check to be carried out. She will also arrange for safety testing of the electrical appliances provided by the Hospital in your flat, usually in September.

The Clerk/Administrator can be contacted by telephone or text message and is available to discuss matters to do with your flat or concerning living in the Hospital. Also you can also send her 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 Clerk/Administrator 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 through your Residents' Meetings, through the Residents' Representative at the Welfare and Admissions Committee, and 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.

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Chapter 1. History, Governance and Policies

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 on 4th February 1876; but there have been 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

Both nominative and co-optative Governors, all of whom give their services voluntarily, administer the Hospital. They meet four times a year. A smaller committee deals with finance and maintenance. A sub committee meets as required to select residents for vacant flats.

There are two ex-officio Governors, the Lord High Admiral of the Fleet United Kingdom (HRH The Duke of Edinburgh) and the Lord Warden of the Cinque Ports. HRH The Duke of Edinburgh sends a personal representative to attend Governors meetings.

1.3 Governor i/c Almshouses

One Governor is nominated "The Governor-in-Charge of Almshouses". This Governor acts as a Liaison Officer between the Residents and the Governors. He/she visits the Residents regularly and reports any defects in buildings or fittings to the Chairman.

1.4 Clerk/Administrator

The Governors appoint the Clerk/Administrator to the Hospital. The Clerk/Administrator is responsible for keeping all the necessary accounts and records. All correspondence regarding the Hospital is made via the Clerk/Administrator.

The Clerk/Administrator is available to assist Residents with any problems and works closely with the Governor i/c Almshouses. 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 Clerk/Administrator is the liaison between the Hospital and the Almshouse Association, and as such, attends any seminars etc that are relevant.

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Chapter 2. Health & Safety

2.1 Emergency Call System

For those who require it, their Flat is connected to the Medway Council Lifeline 24 hour control room*. Lifeline 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 Lifeline 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 Lifeline 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. Cupboards below staircases in ground floor flats are also fitted with fire resistant doors.

One smoke detector, one dry powder extinguisher and one fire blanket is supplied to each flat. This equipment is inspected and tested yearly by Direct Fire Protection. The Governor i/c Almshouses will also regularly check the smoke 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 extinguishers and 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 COURTYARD 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 follow the instructions on the detector. Please ensure you test the alarm regularly and replace the battery when necessary. The Governor i/c Almshouses 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 Lifeline.

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 Clerk/Administrator and Groundskeeper 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 Governor i/c Almshouses, as this could compromise security.

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Annex A to Chapter 2: FIRE AND SAFETY ARRANGEMENTS.

General:

As a responsible charity the Governors of Sir John Hawkins take very seriously their responsibilities towards the beneficiaries in residence and others who have business within the confines of the Hospital boundaries.

All residents and persons entering the property of Sir John Hawkins Hospital have a duty to ensure their own health and safety and should not undertake any activity which would put their personal safety and wellbeing or that of others at risk.

Fire Safety:

Sir John Hawkins Hospital is found in a series of Grade Two listed buildings which each consist of two floors with undercrofts which for the purpose of safety arrangements are divided into three zones:

ZONE 1 – Undercrofts

ZONE 2 – Ground Floor

ZONE 3 – First Floor

Detailed floor plans of the three zones are shown as an addendum.

Beneficiaries of the charity, hereafter referred to as residents, take up an appointment on the basis of self-sufficiency as the Hospital provides no warden control or nursing services. Each flat is treated, for the purpose of safety arrangements, as if it were any other rented property in any street within England and Wales, with residents free to come and go as they please without being subjected to any form of movement control arrangements. In consequence it is deemed not reasonably practicable for the Governors to have in place a process of periodic fire and evacuation exercises.

In the event of fire:

All reasonably practicable steps have been taken by the Governors to ensure that all residents are aware of the steps to be taken should a fire be discovered.

A standard compliance notice of arrangements is published by the front door of each flat and the following steps must be taken upon the discovery of a fire:

- Raise the alarm in any manner possible
- Telephone 999 asking for the Fire and Rescue Service
- Evacuate the property and do not delay to collect valuables etc
- Do not fight the fire
- Evacuate to the muster point (Featherstone's covered doorway)
- Assist others who may be less able
- Report circumstances, residents present and residents not accounted for to the senior officer of the first arriving Fire Appliance.
- Do not return to hospital until advised it is safe to do so by the Fire and Rescue Service

This advice is also published in the Residents Handbook and has been further distributed in a periodic newsletter to residents.

Safety notices:

Safety notices must not be tampered with or removed by residents. They must not be covered and at all times be capable of being referred to by any person within the property.

Detection system:

To provide appropriate safety to residents an automatic fire detection system was installed in March 2014 with smoke detection heads located in each flat and large space. The detection system is divided into the three zones as detailed above. The heads in each zone are electronically linked and if one head alarms all the others in that zone will also alarm.

Alarm detection heads are fitted with a Lithium Ion battery which has a ten year life span.

Annual inspection:

A regime of annual inspection by the installing company has been contracted by the Governors.

Periodic inspections:

In addition to the annual inspection the following periodic inspection regime has been put in place by the Governors.

Monthly inspections which will be carried out by the Gardener/Handyman as follows:

One detection head in Zone 1, 2 and 3 will be tested each month. This is achieved by pressing the test button which is let into the face plate of the detection head. Upon depressing the test button the alarm should be sounded for the piece of equipment under test and repeated in each of the locations within the zone. A different head will be tested in each zone each month and a record will be maintained for each test conducted along with the outcome. Any defects must be reported immediately to the Clerk/Administrator so that urgent remedial action can be taken. Completed compliance report forms will be submitted to the Clerk/Administrator who must keep them on file for a period of five years.

Periodic renewal:

After ten years all detection heads will be replaced.

Fire blankets:

Each flat has been provided with an approved fire blanket which has been located close to cooking appliances. These are provided for emergencies and must not be tampered with or used for any inappropriate purpose. As part of the periodic fire equipment checks these will be sighted and recorded on the compliance report form which will be submitted to the Clerk/Administrator.

Resident's co-operation:

Residents are requested to co-operate fully with these necessary arrangements in the interests of their own safety and that of all other residents.

Periodic inspection of electrical supply:

Five year periodic inspections are conducted on the rising mains electrical supply and all electrical circuits throughout the hospital. The Governors hold a current periodic safety certificate and evidence of the compliance of all new installations and remedial works.

Gas installation, inspection and certification:

Installation and periodic safety checks are carried out on all boiler installations and the Governors hold safety certificates for all current installations.

Unauthorised activity:

No resident or unauthorised person should tamper with, attempt any repair to or undertake any unauthorised installation in respect of gas supplies or equipment.

No resident or unauthorised person should tamper with, attempt any repair to or undertake any unauthorised installation in respect of electrical circuits or equipment.

Temporary electrical circuits:

From time to time it may become necessary for residents to use extension leads to provide mains supply, on a very temporary basis, to a specific piece of electrical equipment. Extension leads must not be used to provide alternatives to a proper electrical installation as this circumvents the electrical testing and certification process and poses a risk of circuit heating and overload and thus a risk of fire.

Multiple plug blocks should not be used to extend the use of a three pin/13 amp circuit as it poses a potential overload situation which will in turn cause undue heating of wiring installations and the risk of fire.

Recent electrical upgrades have placed specific load limits upon domestic supply circuits and if overloaded the supply to that circuit will trip it from use.

Domestic appliances used from domestic circuits should comply with current British Standards and be CE approved.

Contracted works:

From time to time the Governors will let contracts of major work to be conducted within the confines of the hospital. As part of that process all contractors must provide to the Clerk/Administrator, in advance of work commencing, a Health and Safety statement, safe system of work and a detailed risk assessment in compliance with the Health and Safety at Work Act 1974.

Temporary arrangements and notification:

From time to time there may be work undertaken that requires specialist equipment to be located in and around the hospital. Where such works impact upon existing arrangement such as access and escape routes, there must be a risk assessment undertaken and alternative arrangements put in place. Under such circumstances due notice will be given to residents.

Hazardous substances, flammable liquids, explosives and firearms:

No substances hazardous to health may be stored within the confines of the hospital without the specific prior approval of the Governors.

No significant quantities of flammable liquids may be stored within the confines of the hospital without the specific prior approval of the Governors. A significant quantity would be that exceeding one litre. Where small quantities are brought onto site every step should be taken to ensure safe storage away from the residential areas.

No explosive may be brought onto site or stored within the confines of the hospital.

No firearms, air weapons or other devices that are subject to legislation under the Fire Arms Act, may be brought onto site or stored within the confines of the hospital without the specific prior approval of the Governors.

No firearm, air weapon or other device subject to the Fire Arms Act may be discharged within the confines of the hospital unless by an approved contractor in the execution of his/her duties.

Vermin and pest control:

Where there is a suspected infestation of vermin of any kind a report must be made to the Clerk/Administrator at the earliest opportunity in order that an approved pest control operative can be employed to deal with the infestation.

Slip, trip and fall hazards:

Residents, visitors and any other person authorised to be within the confines of the hospital should remain aware of the potential for slip, trip and fall hazards and should take all reasonable precautions when moving around.

Where a hazard presents itself, such as a raised paving slab or similar, this should be brought to the attention of the Clerk/Administrator at the earliest opportunity so that remedial action can be taken. Where practicable a temporary warning should be posted to prevent any mishaps during the interim period.

Housekeeping:

It is the duty of all to ensure that the hospital is kept free from hazards and that no egress or exit is blocked or impaired in any way.

The main courtyard and walkways must be kept free from obstruction and at all times the visual amenity must be in keeping with the heritage of the site and its Grade 2 listed building status.

NOTICE TO ALL RESIDENTS

FIRE SMOKE DETECTION SYSTEM

The heat/smoke detection system is provided for your safety and should it alarm you must respond in accordance with the instructions that are given on the notice that is posted at the entrance to your flat.

The system will of course alarm if it detects excessive smoke from cooking, in particular where frying is undertaken at too high a temperature or pans are left unattended and overheat. For your own safety and that of fellow residents, care should be taken when cooking and pans should not be left unattended. Cooker extractors should be used as if appropriate a window opened to ventilate the cooking area whilst working.

Should your cooking activate the system you should immediately remove the heat source and ventilate the kitchen. The alarm will cease sounding once the level of smoke is reduced. You should also inform other residents of a false alarm situation to prevent unnecessary evacuation of the buildings. The key holder is not to be called out under such circumstances.

The smoke detection system must not be tampered with or damaged. If there is a genuine fault please contact our key holder who will respond as appropriate.

Where the system alarms and there is no notice from other residents of an accidental activation you must take the proper action for your own safety. Where there is a fire and flats have to be evacuated, the fire brigade should be called using the 999 system and you should move calmly to the evacuation point at Featherstone's covered doorway. Shut the door of your flat upon exit and do not delay to collect property. Residents should assist each other during the evacuation and upon arrival of the Fire and Rescue Service one of you should report who is present and anyone who may be missing. Do not return to your flat until it is safe to do so.

Please include this notice in your Residents Handbook

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 to service your boiler. You may contact Swale Heating yourself if something goes wrong with your heating, but you or their Engineer must contact the Clerk/Administrator if a repair will involve a cost for new parts. (See the helpful numbers page at the Front of this Handbook).
- You are responsible for the gas used and your supplier will bill you direct. Please let the Clerk/Administrator 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 Clerk/Administrator know the name of your electricity supplier, and of any later change.
- The Clerk/Administrator must by law arrange for annual PAT testing of all appliances supplied by the Hospital and for inspections of your own kitchen equipment by a qualified tester, usually early in September.

3.3 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.

3.4 Laundry & Undercrofts

- 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 and radiator.
- You are requested to keep the laundry room clean and tidy. Doors must be kept closed in order to deny entry to flies and vermin.
- For fire prevention and to discourage infestation, no personal property may be stored in the Undercrofts.
- A contractor from Medway Council calls approximately every six weeks to bait vermin traps in the Undercrofts and in the courtyard, the garden, and the side alleys.

3.5 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.

3.6 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 Clerk/Administrators 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 Clerk/Administrators 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.

3.7 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, and they are provided because unassisted television reception here is very poor.

3.8 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.

3.9 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 this please inform the Clerk/Administrator.

3.10 Courtyard

- You are responsible for keeping the courtyard adjacent to your flat clean and tidy. Please keep dustbins/bags and recycle boxes neatly located.

The neighbourhood has a number of urban foxes which run through the courtyard at night and they are likely to rip open rubbish bags containing waste food.

- Boxes containing rock salt have been provided for Residents' use during snowy and icy weather. The Gardener with the Deputy Governor will order supplies in October if necessary.

3.11 Garden

The garden has been laid out for the use and benefit of all Residents. The Governors have engaged a gardener to cut the grass and undertake general garden maintenance. You may make constructive suggestions about the garden through the Residents' Representative on the Welfare & Admissions Committee or through a Service Request Form.

3.12 Signs and Notices

Only the Governors may erect or display signs and notices.

3.13 Rubbish

- Waste 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. Waste food should be wrapped before being placed in black bags, and not left out early because of the foxes and rats.
- Recycling is collected alternate Wednesdays (though the Council hopes to institute weekly collections later in 2013). 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 currently costs £25. You can arrange this yourself direct with Medway Council's Customer First Switchboard on 01634 333333.

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Chapter 4. Terms of Occupancy

4.1 Qualifications of 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 Lifeline) as a condition of occupancy if it is recommended by the Governors' Welfare & Admissions Committee.

4.3 Relative 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 for more than 3 consecutive nights 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.

4.4 Absence from Home

- Please inform the Clerk/Administrator 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 Clerk Administrator and get his/her 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 any changes in communal facilities such as the laundry room and garden.
- 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.

The Residents may elect or choose in some other democratic way one representative to attend the Welfare & Admissions Committee meeting for the part of the agenda which deals with Hospital social activities, shared facilities in the common areas, and other aspects of the Community's Life. Occasional business meetings for all the Residents with some of the Governors may be arranged. You may request a Concern be added to one of these agendas using the Service Request Forms.

4.6 Weekly Maintenance Contributions

The Weekly Maintenance Contribution of 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 annually 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
- Laundry room
- Cost of Medway Lifeline 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. You will be given a minimum of one month's notice of any increase.

4.7 Housing Benefit and Council Tax Benefit

If your income consists of the basic retirement pension 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 to your basic retirement pension you may still be entitled to some help with housing costs. Forms to claim this are available from your local Benefits Office or Housing Department. If you do have some additional income to your basic retirement pension you may still be entitled to some help with housing costs.

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 law concerning Council Tax Benefit changed at the beginning of 2013, and Medway Council will only pay part of any claimant's due Council Tax in benefits from April 2013.

The Clerk Administrator 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 4 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.

March 2021

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 Clerk/Administrator. 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.
- Are 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 except for guide / service dogs, or pets are allowed. Please do not leave scrap food which will attract foxes, rats, seagulls and 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 Lifeline 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 Lifeline button to summon immediate assistance. The Clerk/Administrator has details of your doctor and next of kin. Please inform the Clerk/Administrator and Medway Lifeline 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 Clerk/Administrator, 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 Governor i/c Almshouses or the Clerk/Administrator. They will assist 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 Clerk/Administrator where the Will is kept and who is the executor. The local Citizens Advice Bureau will give you details of solicitors who can help.

March 2021

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 Clerk/Administrator. 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 Clerk/Administrator 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 Clerk/Administrator 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 Clerk/Administrator will write, informing you of the decision made to resolve the complaint and any action to be taken.
- If you are still not satisfied then you may take your complaint to:

The Housing Ombudsman Service

Exchange Tower

Harbour Exchange Square

London E14 9GE

Tel: 03000 111 3000 lines open Monday to Friday 9:15 to 17:15

Email : info@housing-ombudsman.org.uk

The Ombudsman will only consider a complaint if satisfied that the above Complaints Procedure has been exhausted and it falls within his/her jurisdiction.

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 Concern) 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 Clerk/Administrator or Governor i/c Almshouses. The Clerk/Administrator 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.

March 2021

APPENDIX 1 – List of Governors and Advisors of the Hospital.

Chairman	Major N. Wood
Governors	Admiral of the Fleet the Lord Boyce KG GCB OBE DL Cdre B Bryant Mrs P Lowton Lt Cdr S. Small RNR Wg. Cdr. P. Gilbert Capt. S. Gobbi Dr M. Morgan Capt. N Butler Mr C Reynolds Lt Col R Meakins RE
Deputy Governor	Mrs S. Fairlamb
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
Independent Examiner	Miss S.M. Robinson Kreston Reeves & Co. LLP Chartered Accountants, Montague Place, Quayside, Chatham Maritime, Chatham, Kent. ME4 4QU
Principal Solicitors	Dakers Green Brett, The Captain's House, Central Avenue, Pembroke, Chatham Maritime, Kent. ME4 4UF
Principal Bankers	National Westminster Bank PLC, 40 High Street, Rochester, Kent. ME1 1LR

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Ex-officio Governors:

Lord High Admiral of the United Kingdom

represented by Commodore Barry Bryant – term expires June 2023

Lord Warden of the Cinque Ports

Admiral the Fleet Lord Boyce KG GCB OBE DL.

Nominative Governors:

(Four-year terms)

Diocese of Rochester

Dr Mark Morgan – term expires December 2021

Corporation of Trinity House

Captain Stephen Gobbi – term expires December 2019

Royal Naval Benevolent Trust

Mr Christopher Reynolds – term expires March 2022

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 2019

Major Neil Wood - term expires June 2023

Wg. Cdr. Peter Gilbert - term expires September 2021

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.00 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
Account Number : XXXXXX.
Sort code XX-XX-XX .(NatWest Chathamr
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. Visitors 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: _____

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 Clerk/Administrator _____

Initial Response Message

For Governors' Use:

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

Quote Cost £

Actual Cost £