



LANCASTER CITY COUNCIL

Promoting City, Coast & Countryside

Sheltered Housing Compact



This leaflet can be made available in large print, on tape, in Braille and in other languages

www.lancaster.gov.uk

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What is a Sheltered Housing Compact?

A Sheltered Housing Compact is a document or agreement negotiated between Council Housing Services and representatives from the Scheme who attend the Sheltered Housing Forum.

The Compact contains information in the form of a Scheme Walkabout, which is attended by your Scheme Manager and representatives from your Scheme. It also contains details of Council Services on your Scheme and a list of useful telephone numbers.

Aims of the Compact

The Compact aims to:

- Deal specifically with issues that are important to Sheltered Housing tenants
- To ensure Sheltered Housing tenants have the opportunity to be involved in the decision making process
- To ensure that Sheltered Housing tenants are kept informed of relevant matters
- To improve Lancaster City Council's existing services provided to Sheltered Housing tenants.

What is the Sheltered Housing Forum?

The Sheltered Housing Forum consists of tenants who represent each of the 16 Sheltered Schemes throughout the Lancaster/Morecambe and rural districts. The Forum meets with Council Officers every two months to discuss service changes and issues that may affect tenants of Sheltered Housing. The Forum nominates two representatives to attend the District Wide Tenants Forum to put forward issues on behalf of Sheltered Scheme tenants.

Council Services for your Scheme

- **Refuse Collection**
Your refuse is collected weekly on your Scheme every.....unless it is a Bank Holiday or you are notified of any changes to the collection date.
- **Street Cleaning**
The roads around your Scheme are swept weekly every
- **Grass Cutting**
The grass is cut every 8 working days (during the growing season) and the edges are trimmed once a month
- **Garden Refuse Sacks**
These can be bought from the main receptions of Lancaster and Morecambe Town Halls.
- Your Scheme Representatives to the Sheltered Housing Forum are:
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- Your Ward Councillor is:
- Your Community Police Officer is:
- Your Estate Manager is:
You can contact them on:



USEFUL TELEPHONE NUMBERS

Council Housing Services

- Reporting Repairs.....582929
- General Enquiries.....582929
- Emergency Call Centre.....67099
- Maintenance Inspectors.....582497
- Repairs and Maintenance Service.....582499
(Missed appointments and out of date repairs)
- Emtor (Gas Contractor).....0845 606 6839

Lancaster City Council

- Customer Service Centre.....582491
 - Domestic bins – including missed bins
 - Fly tipping
 - Street cleaning
 - Litter
 - Abandoned Vehicles
 - Recycling
- Environmental Health.....582935
 - Noise Complaints
 - Pest Control
 - Health Hazard
- Dog Warden.....582757
- Council Tax/Housing Benefit.....582965

Other Useful Numbers

- Benefits Agency.....598000
- Citizens Advice Bureau (Lancaster).....0870 1264035
- Citizens Advice Bureau (Morecambe).....0870 1264076
- Social Services (Lancaster).....66246
- Social Services (Morecambe).....418565