

# Independent Living

*February 2019*



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

# 01

## Our service to you

As our customer you deserve an excellent service. Our service standards tell you what you can expect from us, our operatives and contractors.

If your experience does not match the standards we have set, or you feel we could improve on the service we provide, please let us know by calling **0300 365 1111**.

We monitor our performance against these standards and publish the results in our Annual Report and on our website **[www.ovh.org.uk](http://www.ovh.org.uk)**

Every year, we will review the quality of our services with you and make any necessary changes.



# 02

## Independent living

Our Independent Living Service (ILS) ensures that we can provide housing for individuals or families who require assistance to live independently in their homes.

The service comprises over 1,000 properties throughout the boroughs of Sefton, Liverpool and Wirral.

Our dedicated and fully-trained staff, based locally, will get to know you, work with you and provide you with the right kind of assistance to help you maintain and sustain your tenancy.

They can help you to overcome obstacles and find out what's important to you; whether this is achieving a lifetime goal or simply meeting new friends. However, there may be other things which are more important to you, like helping you with financial or health concerns. We will agree the frequency of

your contact with staff and ensure that you're communicated with in an effective manner.

### **The service will help you to:**

- Access other agencies, such as services that will support your health and wellbeing
- Access volunteering, learning or social activities
- Understand your tenancy, both in terms of your rights and responsibilities
- Claim and maximise your benefits and other income
- Manage your money if you find this difficult

## Retirement living

**We have seven purpose-built retirement living schemes for those aged 60+ (or 55+ for those with a health concern):**

- Kenyons Lodge, Maghull
- St Johns Court, Waterloo
- Mill Spring Court, Bootle
- Orrell Lodge, Bootle
- Fernley Grange, Southport
- Bishops Court, West Derby
- Brooks Court, Birkenhead

Each scheme is made up of self-contained flats which offer good levels of privacy and security. They each have a communal lounge and gardens, and a variety of social activities are organised regularly, like bingo and coffee mornings. There's also a guest suite for friends and family to use when visiting.

Independent Living Officers will assist during office hours, with a Telecare service available at all times, ensuring that assistance is available around the clock.

## Dispersed services

Our Independent Living Service is available in the Sefton and Wirral areas to customers aged 18+ who require assistance in order to live independently in their home and maintain their tenancy.

Our dispersed properties do not have communal facilities, but residents can rest assured that a dedicated member of our experienced staff will be available to provide assistance during office hours.

A Telecare service is also available for emergency assistance at all times of the day and night, 365 days a year.

## Telecare service

The Telecare service is available to all independent living customers 24 hours a day, 365 days a year. It is to be used in case of an emergency out-of-hours, when the allocated Independent Living Officer is unavailable.

The Telecare operator will answer any calls and establish the nature of the problem in order to take the required action to make you safe.

At the touch of a button emergencies will be responded to within minutes by arranging help from a nominated friend, your doctor or the emergency services. As well as responding in an emergency, it supports independence and provides security and peace of mind.

## Referrals or for further information

To make a referral to this service you must register an application with Property Pool Plus. You will then be contacted by our Customer Access Team and they will advise you of your band and confirm your application date.

If you require any further information please contact the Independent Living Team on **0300 365 1111**.

*You can contact our out of hours service by calling **0300 365 1111** to report emergency repairs, anti-social behaviour (ASB) or to make a rent payment via our automated service.*

## Customer Service Centre

The Customer Service Centre is your first point of contact for all telephone enquiries with One Vision Housing.

Whether you want to pay your rent, express an interest (bid for) an available property, report a repair, report anti-social behaviour or make any other housing query, you can contact us on **0300 365 1111**.

## Influencing what we do

We will listen to and take on board any concerns or suggestions that you may have to improve the services we provide.

We will regularly invite you in to be involved in the shaping and delivery of our services. If you are interested in being involved then please speak to your Independent Living Officer who will be happy to help.



# Get in touch



[ovh.org.uk/my-account](http://ovh.org.uk/my-account)

*Make payments, report (and book) repairs and view accounts online with My Account*



[ovh.org.uk](http://ovh.org.uk)



0300 365 1111 (24hr)



[enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)



@ovhousing



[facebook.com/ovhousing](https://facebook.com/ovhousing)

## Customer Access Centre

Coral Drive, Bootle,  
Merseyside L20 3UG

**Open:** Mon to Fri, 9am to 5pm

## OVH Head Office

Atlantic House,  
Dunnings Bridge Road, Bootle,  
Merseyside L30 4TH

**Open:** Mon to Fri, 8.30am to 5pm



One Vision Housing is part of The Sovini Group

*The information inside is correct at time of print.  
For the most up to date information please visit our website.*



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

### **Chinese**

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

### **Lithuanian**

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

### **Polish**

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

### **Portuguese**

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

### **Russian**

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

### **Turkish**

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.