

Old Rope Walk

August 2025 Quarterly

Thank you

Thank you to our residents, staff and trustees for a wonderful VE Day. A lovely afternoon was had by all who attended and we very much hope to do more afternoons like this.

Welcome New Residents

A warm welcome to Mr Haywood.

We hope you will be very happy in our community at the Old Rope Walk

If you need to contact the clerk or trustees for any purpose please email at clerkorw@gmail.com

Warden Absence 19th August - 6th September

Sally Lord has done a wonderful job of providing replacement cover for Pat over the last few months where required and we are incredibly grateful for her hard work. Sally has made the decision to step down and with this in mind the Charity have made the decision to work closely with Appello instead and trial a period of no warden for the dates August 19th - 6th September. Please do not be alarmed there is no intention for this to be permanent. If you have any concerns - please do not hesitate to get in touch with Pat, Bree or Christine and we will put measures in place to support you.

Complaints Policy & Procedures

1. **If you have any complaints no matter how big or small, please report them to Pat in the first instance.**
2. **We are working hard to strive towards an environment where our residents feel safe and heard and able to complain.**
3. **We have updated our complaints policies and procedures in line with the Housing Ombudsman Complaint Code.**
4. **We have appointed Julie Mills to oversee all complaints and ensure they are handled quickly and in a fair manner.**
5. **We have submitted our complaints report including an analysis of all complaints to the housing Ombudsman. As part of our legal obligation this has also been issued to all residents, including our**

We have listened to our residents about the lack of communication and involvement with Trustees. As a result we have been working on different roles for our trustees to best suit their skills and expertise.

Safeguard Lead
(Welfare Team)

Christine Saville



Complaints
Officer
(Welfare Team)

Julie Mills



Applications
(Welfare Team)

Gill Dipple



**Maintenance
Trustee Team**

Graham
Chandler



Peter Cooper



Brian Hitchcock



2025: What Have We Done?

Maintenance Guy and Ryan have been working really hard behind the scenes. Please ensure if you have agreed for works to be completed in your property that you are present. You may give consent for Guy or Ryan to access your property whilst you are absent or provide them with the code for your key safe, at your own discretion.

Solar Installation Agreed

Graham one of our trustees has been working incredibly hard to find a solution for our extreme energy costs. It has now been unanimously approved by Trustees and an application has been granted to install solar panels for the communal area. An exciting project ahead and a beginning for the charity into green energy.

Financial Assessment These have now been audited and some residents that we require further information from and we will be in touch accordingly.

Policies These can be viewed in the communal area, or requested from Pat. Alternatively contact Bree on clerkorw@gmail.com.

Appello Careline We have partnered with a new call monitoring system which we believe will provide us with a better service and standard of care. If you have any maintenance, issues, concerns, etc outside of Pats working hours please use our monitoring system and log it with Appello. All emergencies please use your pendants/call monitoring or call 999.

Independant Living

Residents must be able to live independently in their home which is a requirement of being a beneficiary of the charity. We understand this can be a scary or distressing topic and we are here to help and guide you through the process. We believe open, honest conversations are important from the outset so we can best help our residents

Coffee Morning Thank you to all who attended this, it brought up plenty of discussion that the trustees and staff have been working hard to address.

LIMESCALE ALERT

We are in an area that has very hard water and as such this has recently been causing more issues for the boilers and showers in all properties.

Please regularly (every 6 months at least) descale your shower heads and kettles and speak to Guy about how to descale your heating system if required.

KEY SAFE

We recommend that all residents install a key safe outside their property with an access key to their property. Please provide the code to Pat who can share with Appello. In the event of an emergency Appello can give this information to Emergency Services in place of causing damage to a door.

Garden John has done a wonderful job of making the gardens look fantastic. Thank you also to our residents for taking great pride in making your terraces always look beautiful. We have taken the decision to rewild the outer garden areas for sustainability. All our residents are welcome to enjoy the communal gardens and if you have any suggestions about their utilisation please contact Bree or Pat.

Emergency Evacuation Point

In the event of an emergency and you have been told to evacuate please evacuate to the car park area by the garages, if the communal area is not safe.

Dog Policy We recognise the benefit to all residents mental health for dogs to be allowed on site. Please ensure dogs are always kept on a lead in the communal areas and prior permission from the warden must be sought.