



Sheltered Housing Intensive Housing Management Service Standards

The Sheltered Intensive Housing Management Service will provide

- ✓ Weekly contact, either face-to-face or by phone, regarding any tenancy matters (minimum weekly, unless the customer is away from the scheme).
- ✓ Weekly health and safety checks of the scheme.
- ✓ Monthly estate inspections at the scheme.
- ✓ An annual tenancy visit.
- ✓ Referrals to other agencies as required, based on individual needs.
- ✓ Assistance with smoke alarm checks.
- ✓ Monthly Carecall pendant checks and six-monthly Carecall pull cord checks (where Carecall equipment is installed).

We will ensure these standards are met through monthly audits of contact and site inspection records.

These service standards were reviewed during the consultation with customers on weekly contact in 2022.

If you have feedback to share with us about the Sheltered Intensive Housing Management Service you can contact us at:

- ☎ 0161 217 6016
- ✉ independentlivingteam@stockporthomes.org
- ✉ Complaints: feedback@stockporthomes.org