



# 60+ Intensive Housing Management Service Service Standards

The Intensive Housing Management Service for customers aged 60+ will provide

- ✓ Regular telephone call (frequency will be agreed upon the customer).  
Additional responsive visits related to telephone queries or concerns.
- ✓ Assistance with smoke alarm checks
- ✓ Monthly Carecall pendant checks and six-monthly Carecall pull cord check
- ✓ (where Carecall equipment is installed)
- ✓ Annual Current Tenant Visit.
- ✓ Referrals to other agencies as required, based on individual needs.

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

These service standards were reviewed with customers during the service and charges consultation in 2018.

**If you have feedback to share with us about the 60+ Intensive Housing Management Service you can contact us at:**

- ☎ 0161 217 6016
- ✉ [independentlivingteam@stockporthomes.org](mailto:independentlivingteam@stockporthomes.org)
- ✉ Complaints: [feedback@stockporthomes.org](mailto:feedback@stockporthomes.org)