



## **Hello and welcome to Progress Living accommodation**

Progress Living work in partnership with United Lincolnshire Hospitals Trust, we provide accommodation to healthcare professionals and other keyworkers.

This handbook will provide you with information about the services we offer and helpful tips about living in your accommodation. It will also give you details of your rights and responsibilities as a tenant and our rights and responsibilities as a landlord.

I hope your stay with Progress Living is a happy one and you return again to stay with us in the future.

**Caroline Belman**  
Regional Manager

## About us

### Our vision

To have a positive impact on people and communities by providing high quality homes, supporting independence and opportunities.

### Our values

We are people focused, we are forward thinking, we are genuine, we are expert and we are collaborative.

### Progress Living

Progress Living is a member of Progress Housing Group and was formed in 2006, we manage over 570 units of accommodation across Lincolnshire. We are a not for profit organisation, which means that all the money collected in rents is invested back into the organisation. This helps us to provide you with high quality services, repairs and maintenance. Progress Living caretakers together with the Groups property services manage the repairs and maintenance of our properties to ensure the accommodation is maintained to a high standard.

### Equality and diversity

Progress Living is committed to equality for all and to provide safe and sustainable communities. We value diversity in our communities and within the workplace.

# Your rights and responsibilities as a tenant

## Your rights as a tenant

As a tenant you have a number of rights and responsibilities, depending on the type of agreement you have. You are entitled to some of these rights by law, and others through your tenancy or licence agreement.

All our tenants, regardless of their type of agreement, have the right to be treated fairly and equally whatever your race, religion, gender, sexual orientation, age or abilities.

If you feel we are infringing any of your rights then you can choose to enforce them through the courts. Although we would ask that you raise the issue with us first to give us the opportunity to put it right.

## Your responsibilities as a tenant

Your agreement gives details of all your responsibilities as a tenant or licensee. As well as paying your rent on time and being a good neighbour your responsibilities also include;

- Keeping your accommodation including the kitchen and sitting room in a good and clean condition
- Not causing damage to your home or any fixtures or fittings owned by the association
- Reporting repairs immediately
- Allowing access to the associations staff, contractors and agents
- Not subletting your home

When you receive your accommodation pack you must sign and return one copy of your occupancy agreement, salary deduction form or direct debit form and induction form within 24 hours. You must also sign the inventory for your room or property and ensure you check all the items are in place, as you will be charged for any items that are not present or any damage caused to your home when you leave.

## Understanding your tenancy

Your tenancy or licence agreement for your stay is with Progress Living not with United Lincolnshire Hospitals Trust. Progress Living is your landlord and any problems you have with your accommodation should be raised initially with the accommodation office on site.

### Payment of rent

You will be charged rent for the length of your stay. The rent will be charged on a monthly rate unless your stay is less than three nights, then you will be charged our nightly rate. Your rent is payable in advance.

Your rent payments are due in advance on the 1<sup>st</sup> of each month.

### How to pay

It is a condition of your occupancy agreement that if you are an employee of ULHT you **must** pay your rent by salary deduction. If you are not an employee of ULHT you **must** pay your rent by direct debit. You cannot pay your rent by any other method.

### Salary deduction

If you are an employee of ULHT you must pay your rent by salary deduction. ULHT payroll team will deduct the amount from your salary, the deduction will show on your payslip. The accommodation office provided you with a salary deduction authority form when you moved into your accommodation as part of your accommodation pack, the form should be completed and returned to the accommodation office within 24 hours of you moving in. If you require another copy please contact your accommodation office team.

### Direct Debit

If you are not an employee of ULHT you must pay your rent by direct debit. This is an automatic way of paying your rent each month direct from your bank to ours. This is a condition of your occupancy agreement. Your direct debit payment will be taken on the 3<sup>rd</sup> of each month. The accommodation office provided you with a direct

debit form when you moved into your accommodation as part of your accommodation pack, the form should be completed and returned to the accommodation office within 24 hours of you moving in. If you require another copy please contact your accommodation office team.

## **Payment responsibility**

Responsibility for payment of your rent lies with you. If you have applied for some or all of your rent to be paid by ULHT this should be agreed and confirmed in writing prior to the start of your stay. If this has not been confirmed in writing before the start of your stay you must pay the rent in order to access the accommodation. Progress Living does not get directly involved in deciding if the tenant or ULHT will pay an individual's rent. This decision lies between the tenant and ULHT.

## **Card Payments**

You can make a telephone payment using a credit or debit card for rent charges that are due prior to your tenancy start date. During your stay you can also make online payments in the payment section of our website for rent, invoices, utility payments, lock out charges or new keycards and car park fobs. Please note we can only take payment from the card holder and any credit card payments made over the phone attract a 2.5% handling fee. Please see the about us section of your handbook for details of the web site address and telephone numbers and how to make payment.

## **Utility charges**

### **Cluster flats – standard and 3 star**

The cost of electricity, gas, water and sewerage are included in the rent charged to occupants of the cluster flats.

### **Self contained accommodation**

The cost of gas, electricity, water and sewerage are not included in the rent you pay for your property. You will be charged separately by invoice each month.

Meter readings may be able to be taken remotely for your accommodation so there is no need to provide access for readings to be taken, however it would be advisable for you to take a note of your own readings upon arrival and departure from the accommodation.

## **Council tax charges**

### **Cluster flats – standard and 3 star**

The cost of council tax is included in the rent charged to occupants of the cluster flats.

### **Self contained accommodation**

Council tax is not included in the rent you pay for your property if you live in self contained accommodation. This will be charged separately by the local authority, you should inform the local authority of the date of your arrival and departure.

## **Insurance**

Please remember it is your responsibility to ensure that all your personal belongings are fully insured during your stay in the accommodation. Buildings insurance is provided by Progress Living and is included in your rent, for both cluster accommodation and self contained accommodation.

## **Deposit Payments**

Before you arrive at the accommodation you may be required to pay Progress Living an amount of money to be held as a deposit.

This money will be held on a separate account for you and returned to you within 4-6 weeks of you vacating the accommodation if you are on a Licence to Occupy tenancy agreement and within 10 days of you vacating the accommodation if you are on an Assured Shorthold tenancy agreement.

Money from your deposit may be retained by Progress Living to cover any payments owed by you for any of the following reasons;

- In order to rectify any repairs or maintenance caused as a result of damage caused by you, your family or visitors to your home.
- To clear any outstanding rent arrears or utility bills.
- To cover any cost for additional cleaning of your accommodation to enable Progress Living to re-let the accommodation in a suitable standard.

## **Room Inspections Prior to Vacation**

The accommodation office staff will arrange to inspect your accommodation shortly before you are due to move out. At this point any loss or damage to the property or its contents or cleanliness issues will be discussed with you.

Should these not be rectified by you before you leave the cost of the repair will be deducted from your deposit money (if applicable), otherwise this must be dealt with prior to vacation. The cost of any additional cleaning time incurred to bring the accommodation up to a lettable standard will also be deducted from your deposit money (if applicable) otherwise this must be dealt with prior to vacation.

## Progress Connect

If you have an emergency situation and our accommodation offices are closed please contact us on;

T: 0845 3899589

If you have a general enquiry you can contact our Progress Connect team on;

T: 01772 450600

E: [enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk)

To report a repair during office hours;

W: [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

T: 0845 3899588

To report an emergency repair outside office hours please ring;

T: 0845 3899589

To make a payment of rent or to pay an invoice;

W: [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

T: 01772 450610

## Feedback

Progress Living welcome your comments and suggestions so that we can continue to improve our services. You can provide feedback at any time, either in person, by completing the feedback form on our website, writing or emailing us or by telephone. Please see the contact details in the about us section of your handbook for details on how to contact us.

### Positive feedback

Everyone likes to know when they have got things right. We will be delighted to hear from you if you feel we have done well. Comments from occupants are extremely useful for staff training and for developing new policies and procedures.

### Negative feedback

Our top priority is to deliver a quality housing service and value for money. We are aware that occasionally things can go wrong and your complaint is an opportunity to help us put things right. We aim to ensure that all complaints received are dealt with promptly, fairly, professionally and in a non-discriminatory manner and that appropriate action is taken.

Every complaint will be taken seriously and viewed positively as an opportunity to receive constructive feedback so that improvements may be made. In dealing with complaints, we will, at all times, take account of and promote our Equality and Diversity Policy.

We will endeavour to deal with your complaint immediately and resolve it without proceeding to our formal complaints procedure. However, if you feel that your complaint has not been resolved at this stage and you would like to make a formal complaint, please contact us by telephone, in writing or in person. We have a procedure in place to deal with formal complaints to ensure that they are dealt with promptly, fairly and effectively.

## Fire Alarms and Procedures

The fire alarms are tested weekly, normally on the following days;

Boston – Tuesday

Lincoln – Thursday

Grantham – Wednesday

If the fire alarm goes off for longer than a few seconds you should evacuate the building.

### IF YOU DISCOVER A FIRE

- Leave by the nearest available exit.
- Close the door to your bedroom and flat on leaving.
- Operate the fire alarm (on exit route).
- Assemble at the furthest point of the car park outside of the building.
- Call the Fire Brigade on **999**.

### IF YOU HEAR THE FIRE ALARM

- Leave by the nearest available exit.
- Close all doors on route to exit.
- Do not re-enter the building until instructed to do so.
- Assemble at the furthest point of the car park outside the building.

All fire doors must remain closed at all times. If the fire alarm system equipment is tampered with or damaged in any way you will be charged for any costs incurred. Removing the detector heads in your room or the communal areas will not stop the alarm sounding and will prevent it resetting.

## IF THE FIRE ALARM IS ACTIVATED BY A FALSE ALARM

If there is a false alarm, e.g. caused by cooking, or smoking the following steps should be taken.

- Open windows to the affected area.
- Go to the fire alarm panel by the main entrance door to the building.
- Confirm that the fire alarm panel shows the area where the false alarm has been activated. It is important that the fire alarm is not reset until you confirm that it is a false alarm.
- Phone the Control Centre on **01772 455087** to confirm that the alarm has been activated as a false alarm and the Operator will talk you through the process of accessing the fire alarm key and resetting the fire alarm system.
- Let anyone who has evacuated the building know that this has been a false alarm and it is safe to return to the building.

## Services

### Housekeeping

All occupants are reminded that it is their responsibility to keep their accommodation in a clean and tidy condition during their stay. This includes washing pans, utensils and crockery after use. All occupants of cluster accommodation, standard and 3 star will have their kitchens cleaned weekly. The housekeepers will empty the bins when they clean your kitchen, you need to empty the bin between these visits.

Occupants of 3 star accommodation will have a housekeeping service three times a week in their room, this will include; a bed change, an ensuite clean and a vacuum and damp dust. You are provided with a do not disturb sign for use when you do not want disturbing, if the sign is left on for more than two weeks the housekeepers will override it and clean your room.

If you do not live in 3 star accommodation and you would like your room/flat cleaned we offer a cleaning service for a small charge. Please see the leaflet on your notice board for details, or speak to your accommodation office team.

All rooms have a toilet roll provided at the start of your stay, Progress Living will not provide further rolls, if you require any more you will need to purchase them yourself.

### Linen/laundry services

#### 3 star cluster accommodation

Clean bed linen (pillowcases, duvet cover and sheet) will be provided and the sheet and pillowcases will be changed once a week by the housekeeping staff. Please ensure you complete a Duvet Change Card (this can be found in your room) if you wish to be included in the service to have your duvet cover laundered. Please note, if you use your own bed linen this will not be laundered by Progress Living.

Clean towels will be provided twice a week, please leave the towels you want changing in your shower tray.

### **Standard accommodation**

A pack of bedding (pillows, pillowcases, sheets and blankets) and towels will be provided for you. It is the occupant's responsibility to launder these during their stay.

### **Self contained accommodation**

Bedding packs (pillows, pillowcases, sheets and blankets) and towels are provided for you. It is the occupant's responsibility to launder this during their stay.

## **Car Parking**

Car parking is available on site but on a limited, first come first served basis. We operate an active waiting list system due to the volume of occupants and the limited number of car parking spaces on site. In order to obtain a car parking pass you need to complete an application form. Occupants who have been given a parking pass must park in a designated bay or their pass will be deactivated. Please do not use the disabled bay unless you have a blue badge displayed in your window.

If the car parks are full you will need to find alternative parking arrangements elsewhere.

Medical students are provided with parking permits to allow them to park in the un-barriered areas of the ULHT site.

## **Door entry system**

Visitors to the accommodation are able to contact your flat by pressing the flat number on the access panel at the main entrance to your block. This is connected to a videophone in the hallway of your flat. If the phone rings, lift the receiver and you will see the visitor on the screen, you will also be able to talk to them using the phone. If you wish to let them in press the door release button on the phone.

## **Postal services**

Each accommodation block has a set of post boxes in the entrance hall. Any post for you will be placed in the relevant box by the Post Office. To access your post box you should use the key provided, which can be found on the notice board in your kitchen area of your flat.

Progress Living staff are not able to accept or sign for any post or parcels.

## **Out of hours services**

If you require urgent help or information outside the normal working hours of the accommodation offices the out of hours service may be able to help you. The phone number can be found in the About Us section of your handbook. The out of hours number is staffed 24/7. Operators answer calls for Progress Living occupants together with other Progress Housing tenants; please try to remember the operator has to prioritise each call so please be patient as they could potentially be dealing with a life threatening issue.

If you need to call the out of hours service please give the operator as much information as possible and answer all questions asked to ensure that your call is dealt with effectively and efficiently.

## **Television licences**

It is the occupant's responsibility to obtain a television licence for all personal televisions. The televisions provided by Progress Living in the communal areas in 3 star accommodation are fully licensed by Progress Living.

## **Telephone and internet services**

Each bedroom in the cluster accommodation has the facility to connect to the internet. A separate leaflet is provided on your notice board which details how this connection can be set up.

Each bedroom is provided with a telephone which you can make calls to and from the hospital and other accommodation units on. Details of how to obtain an external phone line can be found on the leaflet on your noticeboard.

Self contained accommodation has internet points and phones in the sitting room and the main bedroom.

## **Laundry facilities**

Coin operated laundry facilities are provided in Bolingbroke House at Boston, York House at St Annes, Lincoln and Hazel House, Lincoln.

Self contained accommodation units have washer dryers provided in the kitchen area of the flat.

## **Bike storage**

Bike storage is provided on all sites, secure locked storage is available at a cost of £10 (this is a refundable deposit). The accommodation office team can provide you with details of the location of the storage racks and boxes and how to pay.

## **Satellite television**

All Progress Living flats have a Sky point in the sitting room area of the property, this connects to a communal dish. To access Sky TV you need to contact Sky and advise them that you are living in a property with a communal dish, they will then advise on the cost and process to sign up.

## Moving on

When you move out you should remove all your personal belongings. The property should be left in a clean and tidy condition. We will charge you if we have to remove any of your belongings or clear out any of your rubbish. We will also expect you to meet the cost of repairing any damage to the property.

You should also pay all your rent and any other charges owing before leaving the property.

## Giving notice

If the date you are leaving has not changed from your original booking you do not need to give us notice.

Depending on the length of time you have stayed in the accommodation you will either have a licence to occupy (short stays) or an assured shorthold tenancy (longer stays).

If you have a licence to occupy and you wish to leave earlier than your original booking date you are required to give one weeks notice. If you have an assured shorthold tenancy you are required to give us one months notice if you wish to leave earlier than your original booking date.

If you have extended your stay with us your new end date is the one applicable to the above information.

## Room inspections

Approximately two weeks before you are due to leave you will receive an email from us detailing what you need to do before you leave. Please read the email and action as necessary. The email also contains a link to our customer survey, it helps us improve our service if you give us feedback so please complete the survey each time you stay with us.

## **Extending your stay**

If you wish to extend your stay in the accommodation you will find a link on our website called "Extend your stay", please click the link and complete the form. The accommodation office will then contact you to advise of any payment due and to arrange to update your keycard.

## **Deposits**

If you are living in a self contained property, or if you are a non Trust tenant you may have paid a deposit before you moved in, this money is held by the Deposit Protection Service and will be returned to you within 10 days of you vacating the accommodation provided you update them with your details.

Money from your deposit may be retained by Progress Living to cover any payments owed by you for a number of reasons, the following are some examples;

- In order to rectify any repairs or maintenance caused as a result of damage caused by you or your family or visitors.
- To clear any outstanding rent arrears, lock out charges or utility bills.
- To cover any cost for additional cleaning of your accommodation to enable Progress Living to re-let the accommodation in a suitable standard.

## **Customer survey**

When you leave the accommodation you will receive another email with a link to our customer survey. In order to improve our services we ask all our residents to give us feedback on their stay, in addition if you give us your details on the survey you could win £150 of shopping vouchers.

## Repairs and Maintenance

Progress Living are responsible for ensuring the accommodation is kept in a good state of repair.

To help us do this we need you to let us know when a repair is needed.

### How to report a repair

You can report a repair by either telephoning our Connect to Progress team (see the "about us" section of your handbook for details), or by completing a repairs form on our website.

### What information will I need to provide

To report a repair we need the following information;

Your name, address and telephone number.

As much information as possible about the repair.

### How long will it take to carry out the repair?

We prioritise repairs by separating them into three categories; emergency, urgent and routine.

We aim to complete repairs in the following timescales;

Emergency repair – to remove life threatening situations in two hours

Urgent repairs – within three working days

Routine repairs – within ten working days

Emergency repairs are defined as;

Repairs which in the view of Progress Living are necessary to ensure the accommodation can be accessed without risk to the health and safety of the occupant, such as; total loss of electric supply to a unit, major plumbing works such as a burst pipe or fire in a unit.

Urgent repairs are defined as;

Repairs which in the view of Progress Living are necessary to ensure the unit can be reasonably occupied, such as; structural faults, completely blocked drains, total loss of cold water to a unit.

Routine repairs are all other maintenance work to the property, such as, total loss of heating or hot water, failure of a light fitting where other light is available,

## **Will I be charged for the repair?**

You will only be charged for a repair if the following circumstances apply;

If you tell us the repair is an emergency (as defined above) and it is not.

If you do not allow access for the tradesmen to carry out the repair.

If the repairs are a result of damage caused by you, your family or visitors to your home.

## **Security**

Security of the accommodation is everybody's responsibility. Please help us to ensure your safety and security and that of the other occupants by taking these simple steps;

When leaving the accommodation make sure all doors and windows are securely closed.

When you go through an external door make sure it locks behind you.

Do not let anyone into the accommodation if you don't know who they are.

## **Keycards and locks**

When you move into your accommodation you will be issued with a key card or in the case of the 3 bedroom houses, keys.

If you have a keycard it will give you access to the main entrance door to your block, your flat door and your bedroom door.

To unlock the door simply insert as indicated on the card, a green light will flash and the door can then be opened.

All doors except your bedroom door will lock closed behind you, your bedroom door requires the keycard inserting to lock it.

If a lock flashes more than once or flashes orange or red this indicates there is an issue either with the card or the lock, you should contact the accommodation office immediately so the problem can be resolved, failure to do this may result in you being unable to access the accommodation.

If you lose or damage your keycard or keys replacements can be issued but you will be charged.

If you lock yourself out of your accommodation during office hours the accommodation staff on site will let you back in.

Please ensure you keep your keycard with you at all times. If you lock yourself out outside office hours arrangements can be made to give you access but there may be a charge for this service.

## **Damp and mould**

Condensation can cause damp in your home. It is caused when warm air containing moisture condenses onto a cold surface such as a window or cold wall. The leaflet on your notice board tells you how to prevent and deal with condensation in your home.

## **Appliance testing**

All electrical appliances provided or installed by Progress Living are tested each year to ensure they are working and safe to use. If you bring your own electrical appliances you should ensure they are safe and do not have exposed wiring.

## **Gas safety**

As a landlord we are required by law to carry out an annual safety check of all the gas appliances that we have provided in your home. This may include the central heating boiler.

The gas safety check is for your safety and we appreciate your co-operation in allowing access into your home in order to carry out these checks.

## **CCTV**

CCTV cameras have been provided to cover the accommodation site and the surrounding areas. This is to provide security to the buildings. The images are recorded and can be retrieved and used as evidence in the event of any security breach or criminal damage caused to the accommodation.

## **Smoking in the accommodation**

Smoking is not permitted in any communal areas or in the grounds and car parks. Occupants are strongly advised not to smoke in their bedrooms, however, should people choose to smoke in their bedroom it must only be with the window open so that the smoke does not accumulate, and so, reducing the chance of the fire alarm system being activated. Every precaution must be taken to reduce the risk of causing a fire by using and discarding cigarettes properly and safely.

## Domestic hot water temperatures

Progress Housing Group carry out Legionella Risk Assessments to your accommodation. Legionella is the name given to a group of bacteria that's found in almost all water sources including streams, rivers and lakes. It can also be found in soil, compost and mains water and it can sometimes enter domestic water systems.

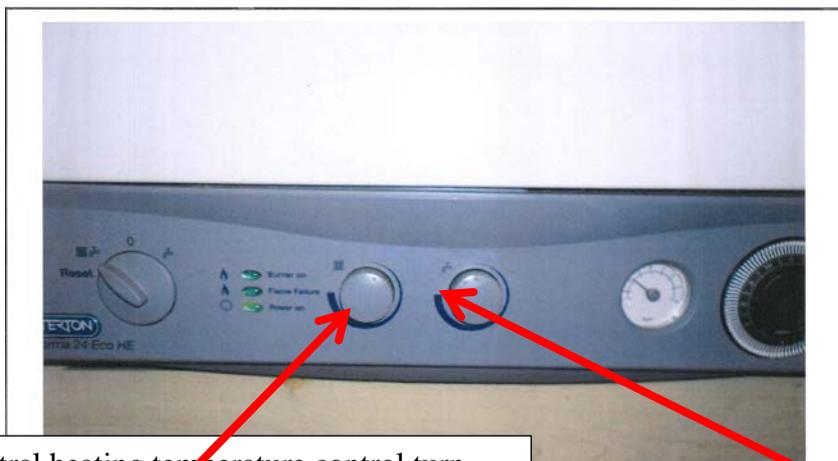
Low concentrations are not generally harmful. Legionella is only dangerous if the conditions are right for the bacteria to grow and if you inhale water droplets from a contaminated water system.

### What can you do?

The likelihood of legionella being in your home is very low as most households do not store huge amounts of water. They also use water regularly so its not standing still in pipes.

### Setting the right temperature

Legionella bacteria is more likely to grow between 20°C and 45°C. So where possible set hot water cylinders at 55°C and set combination boilers to maximum see picture below. Our caretakers will also be checking temperatures are set correctly at the quarterly visit they carry out.



Central heating temperature control turn knob clockwise to increase or anticlockwise to decrease temperature. We would advise you to set this just over half way.

Domestic hot water temperature control. Turn the knob clockwise to increase temperature. We recommend the temperature is always set at maximum

### **De-scale taps and showers**

Legionella bacteria can grow and multiply on scale or rust. So de-scale taps and showers every three months or when there is an obvious build-up of scale. Clean the taps in your bath, basin and sink by brushing the scale off with a nylon brush or wiping them with a diluted bleach solution. You can also use any de-scaling solution that you can buy from hardware shops.

### **Use water taps once a week**

If you have been away for more than a week you should run all your taps for a few minutes before using the water. You'll also need to run the water in your shower. This helps to make sure you don't have water standing still in pipes.

## Contact Details

### **Boston**

Accommodation office  
Bolingbroke House  
Castle Road  
Boston  
PE21 9QQ  
T: 0345 1303786 or 01205 361920  
E: [Bostonaccom@progressgroup.org.uk](mailto:Bostonaccom@progressgroup.org.uk)

Office opening hours; Monday and Wednesday: 8.30am – 2pm  
Tuesday, Thursday and Friday: 10am – 4.30pm

### **Lincoln**

Accommodation office  
Hazel House  
Greetwell Road  
Lincoln  
LN2 4AZ  
T: 0345 1303762 or 01522 522069  
E: [Lincolnaccom@progressgroup.org.uk](mailto:Lincolnaccom@progressgroup.org.uk)

Office opening hours; Monday and Wednesday: 8.30am – 2pm  
Tuesday, Thursday and Friday: 10am – 5.00pm

### **Grantham**

Accommodation office  
1A Progress Way  
Manthorpe Road  
Grantham  
NG31 8FS  
T: 0345 1303764 or 01476 564102  
E: [Granthamaccom@progressgroup.org.uk](mailto:Granthamaccom@progressgroup.org.uk)

Office opening hours; Monday to Friday 8.30am – 1.30pm