Appendix A

EXAMPLE OF ITEMS THAT MAY BE INCLUDED ON A NEW RESIDENT’S CHECK LIST

To be carried out during the first week of the resident’s occupation.

RESIDENT’S NAME

ADDRESS

TELEPHONE DATE OF OCCUPATION

Introduce yourself by using both your forename and surname.

\_\_\_\_\_\_\_ Initial on completion

1 Ask how the resident wishes to be addressed by you

2 Explain the purpose of the warden or scheme manager

3 Explain how the warden does the job

4 Explain the role of relief warden/other staff

5 Demonstrate the call system

6 Ask the resident to use the alarm

7 Complete the call centre’s form with contact numbers

8 Demonstrate the operation of the lift or stair lift

9 Show the resident the communal facilities and any special site features

10 Arrange to be there when the laundry is used for the first time

11 Explain rubbish disposal

12 Show resident location of gas/electricity meters (note reading on occupation)

13 Introduce the resident to neighbours

14 Tell the resident about any communal activities

15 Organise keys/demonstrate the door entry system

16 Ask the resident to use the door entry system

17 Explain the role of the Visitor Trustee and introduce

18 Explain fire evacuation procedure and fire drill

19 Explain amount, timing and method of WMC payments

20 Go through copy of Resident’s Handbook

Note: This should be spread over a few days as it is too much for one session.

This form is a checklist to clarify the general routines of your almshouse charity explaining individuals’ responsibilities and the responsibilities of the resident. It should be amended to meet the particular requirements of your charity.

I confirm that I have carried out the above Check List

SIGNATURE OF TRUSTEE/CLERK/WARDEN DATE