

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 choose to stay with us again in the future.

William Stephenson
Head of Progress Living

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 providing 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 certain rights and responsibilities, depending on the type of agreement you have signed. You are entitled to some of these rights by law; others are specific to your tenancy or licence agreement.

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

If you feel that we are infringing upon any of your rights, please raise the issue with us first to give us the opportunity to make it right. If you do not feel that we have successfully resolved your concern, you have the right to pursue action through the courts.

Your responsibilities as a tenant

Your agreement provides 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 our staff, contractors and agents
- Not subletting your home

You must sign your tenancy agreement or salary deduction form within 24 hours of receipt.

When you arrive, please read through the inventory for your room or property and ensure you check all the items are in place. 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. Rent payments are due on the 1st 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. The ULHT payroll team will deduct the amount from your salary, and the deduction will show on your payslip. The accommodation office will provide you with a salary deduction form, upon request, to be signed electronically within 24 hours of receipt.

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. To set up a direct debit please visit our website: www.progressliving.org.uk.

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 is not directly involved in deciding whether the tenant or ULHT will pay an individual's rent. This decision lies with 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 or lock out charges.

Please note, we can only take payment from the card holder.

Utility charges

Shared accommodation – Standard and Three Star

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

Self contained accommodation

The cost of gas, electricity, water and sewerage are not included in the rent you pay for your property. In some of our self contained accommodation, the tenant will be invoiced directly for utilities by Progress Living. In other self contained accommodation, the tenant will be required to set up their own account with a utility provider. Please speak to the accommodation team for more information about how this affects you.

Meter readings can be provided on request by contacting the accommodation office.

Council tax charges

Shared accommodation – Standard and Three Star

The cost of council tax is included in the rent charged to occupants of shared accommodation.

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 shared 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 in a separate account, and will be returned to you within 10 days of you vacating the accommodation.

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 complete any repairs or maintenance necessary, 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 an acceptable condition.

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 cleanliness issues or loss or damage to the property or its contents will be discussed with you.

Should these issues 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.

Contact Us

Emergencies

If you have an emergency situation, and our accommodation offices are closed, please contact us on one of the numbers below and you will be redirected to our out-of-hours service:

 Lincoln: 0345 1303762

 Boston and Grantham: 0345 1303786

Other Enquiries

If you have a general enquiry or would like to report a repair, during office hours, please contact:

Lincoln:

 0345 1303762

 lincolnaccom@progressgroup.org.uk

Boston:

 0345 1303786

 bostonaccom@progressgroup.org.uk

Grantham:

 0345 1303786

 granthamaccom@progressgroup.org.uk

Payment

To make a payment please visit our website or call the number below:

 www.progressliving.org.uk

 0330 0081061

Accommodation Offices:

Lincoln Accommodation Office

 Hazel House
Greetwell Road
Lincoln
LN2 4AZ

 0345 1303762

 lincolnaccom@progressgroup.org.uk

Opening hours: Monday to Friday 8.30am to 4.30pm

Boston Accommodation Office

 Bolingbroke House
Castle Road
Boston
PE21 9QQ

 0345 1303786

 bostonaccom@progressgroup.org.uk

Opening hours: Monday to Friday 8.30am to 4.30pm

Grantham Accommodation Office

 Progress Way
Grantham
NG31 8FS

 0345 1303786

 granthamaccom@progressgroup.org.uk

Opening hours: Usually open one day a week.

Please refer to information displayed on office window, as opening hours are subject to change.

Feedback

Progress Living welcome your comments and suggestions to enable us to continue to improve our services. You can provide feedback at any time, either in person, by completing the feedback form on our website, by email or by phone. Please find details in the 'Contact us' section of your handbook.

Positive feedback

Everyone likes to know when they are getting things right. We would 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, that represents good value for money. We know 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 can be made. In dealing with complaints, we will take account of and promote our Equality and Diversity Policy at all times.

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, by email 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
Grantham	Wednesday
Lincoln	Thursday

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 designated fire assembly point.
- 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 designated fire assembly point.

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 678990** to confirm that the alarm has been activated as a false alarm and the Operator will talk you through the process of 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 shared accommodation will have their kitchens cleaned weekly. The housekeepers will empty the bins when they clean your kitchen; you will need to empty the bin between these visits.

Occupants of three 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 to be disturbed. 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 three star accommodation, and you would like your room/flat cleaned, we offer a cleaning service for a small charge. Please speak to the accommodation office team for more information.

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

Three star 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 would like to be changed 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. 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.

Postal services

Each accommodation block has a set of post boxes in the entrance hall. Any post for you will be placed in the box corresponding to the number of your flat. 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 'Contact us' section of your handbook. The out of hours number is staffed 24/7. Operators answer calls for Progress Living occupants as well as other Progress Housing tenants; 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 three star accommodation are fully licensed by Progress Living.

Internet services

Free Wi-Fi is available for all tenants – please refer to the 'Accessing the Wi-Fi' section of this handbook for more information on how to get connected.

Laundry facilities

Laundry facilities are available in Bolingbroke House at Boston, York House at St Annes Close, Lincoln and Hazel House in Lincoln. Washers and dryers can be operated via card payment or by using the Circuit Go app. Shared flats in Grantham have washer dryers in all communal kitchens.

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

Bike storage

Bike storage is provided on all sites. If you would like to make use of a secure storage box, please contact the accommodation office to enquire about availability.

Moving on

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

Please ensure that you pay all 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 week's notice.

If you have an assured shorthold tenancy, you are required to give us one month's 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 under 'Current Tenants' to '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 key fob / app.

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 complete any repairs or maintenance necessary, as a result of damage caused by you, your family or visitors to your home.
- 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 an acceptable condition.

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 departing residents to give us feedback on their stay. If you provide your details on the survey, you could even win £100.

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 email or by phone (see the “Contact 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 electricity 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.

Keys and locks

When you move into your accommodation you will be issued with an electronic key via the Livvi app; a key fob; or for the three bedroom houses, a set of keys.

If you are using the app or a key fob 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 hold your phone or key fob against the lock panel. 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 app key or key fob to lock. Please note that some bedroom doors will lock behind you so **you must ensure you keep your key with you at all times.**

If a lock flashes more than once or flashes orange or red this indicates there is an issue either with the key 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 key fob 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.

If you lock yourself out outside of 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. Please ensure that you keep the room well ventilated when cooking, or drying washing, and use the extractor fan when taking a shower.

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.

Smoking in the accommodation

Smoking is not permitted in any of the buildings or in the grounds and car parks. Each site has a designated smoking area and bin, smoking is permitted in these areas.

Domestic hot water temperatures

Progress Housing Group will carry out regular Legionella Risk Assessments for 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.

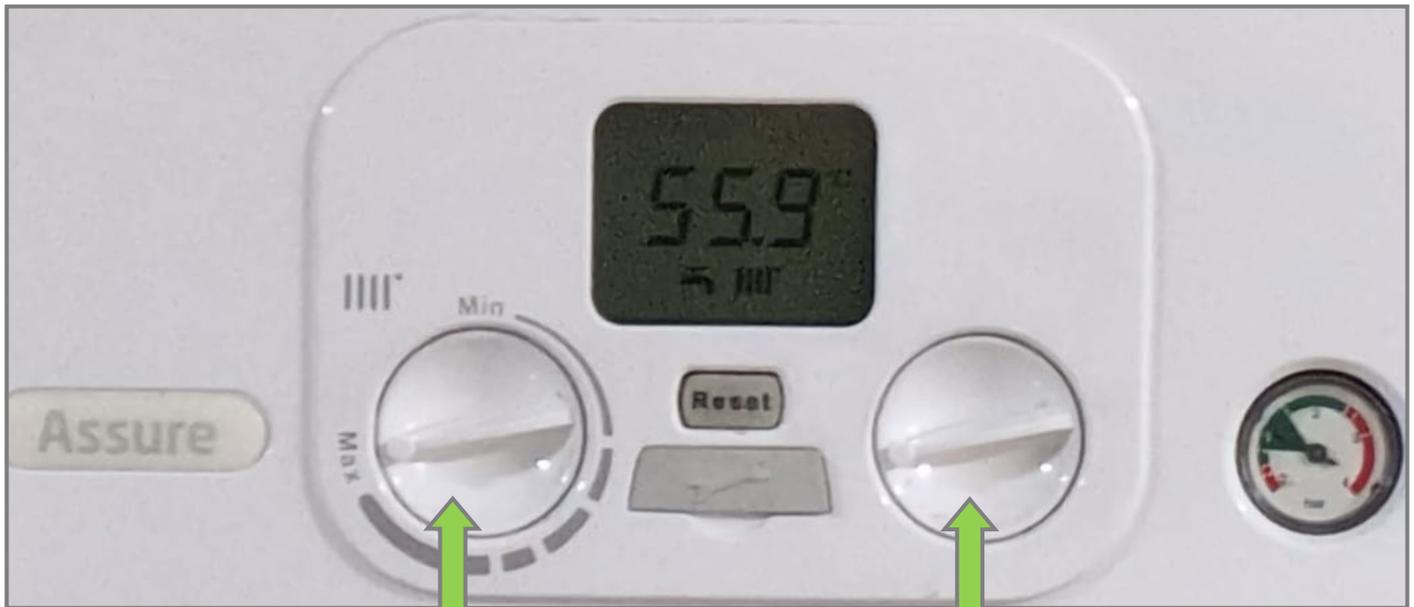
Low concentrations are not generally harmful. Legionella is only dangerous if the conditions are right for the bacteria to grow and if you inhale water droplets from a contaminated water system.

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. You will be using water regularly, so it is unlikely to be standing still in pipes for long periods.

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 contractors will attend on a monthly basis to check that the water temperatures are safe.



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

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

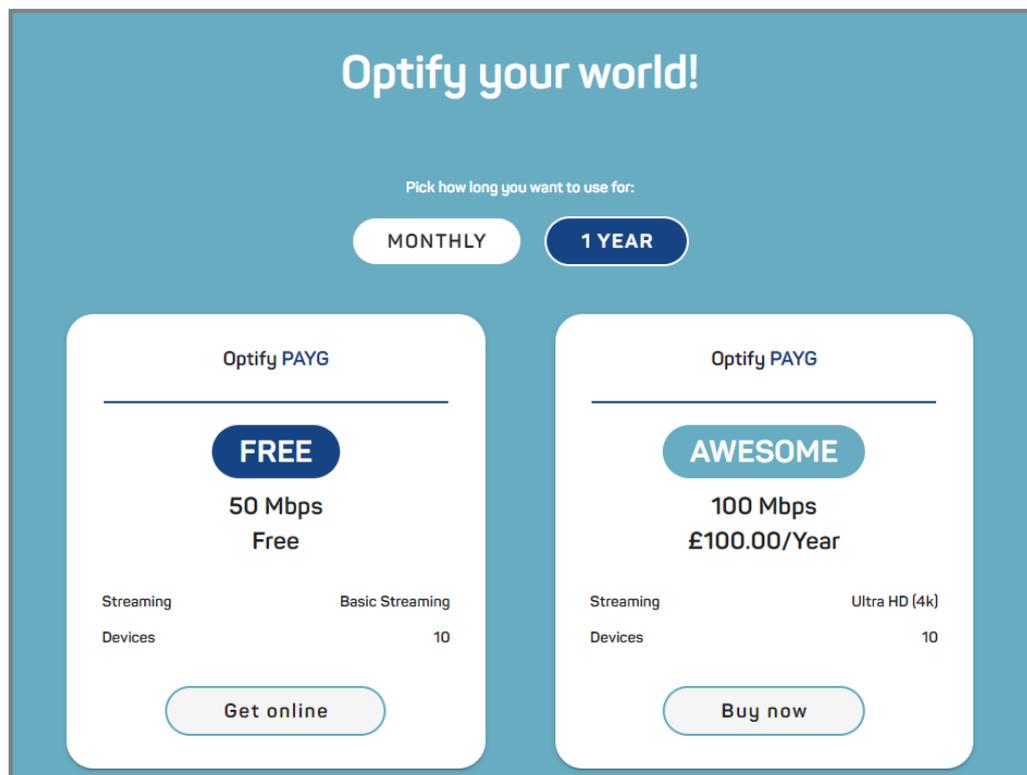
If you have been away for more than a week you should run all taps for a few minutes before using the water. You'll also need to run the water in your shower. This helps to make sure you don't have water standing still in pipes. Our caretakers will also carry out a weekly tap flush as part of their regular routine.

Accessing the Wi-Fi

To access the Wi-Fi:

- Open your device settings
- Search for the list of available Wi-Fi networks.
- Select **Optify**

You should be redirected to the login screen below:



- Select:
 - '1 YEAR'
 - 'FREE'
 - Click 'Get online'
- You will then be given the option to create your own account
- Fill in your details
- Once you have logged in you will be connected to Optify

If you are experiencing issues getting online, please contact **Optify** on **0333 308 0090**.