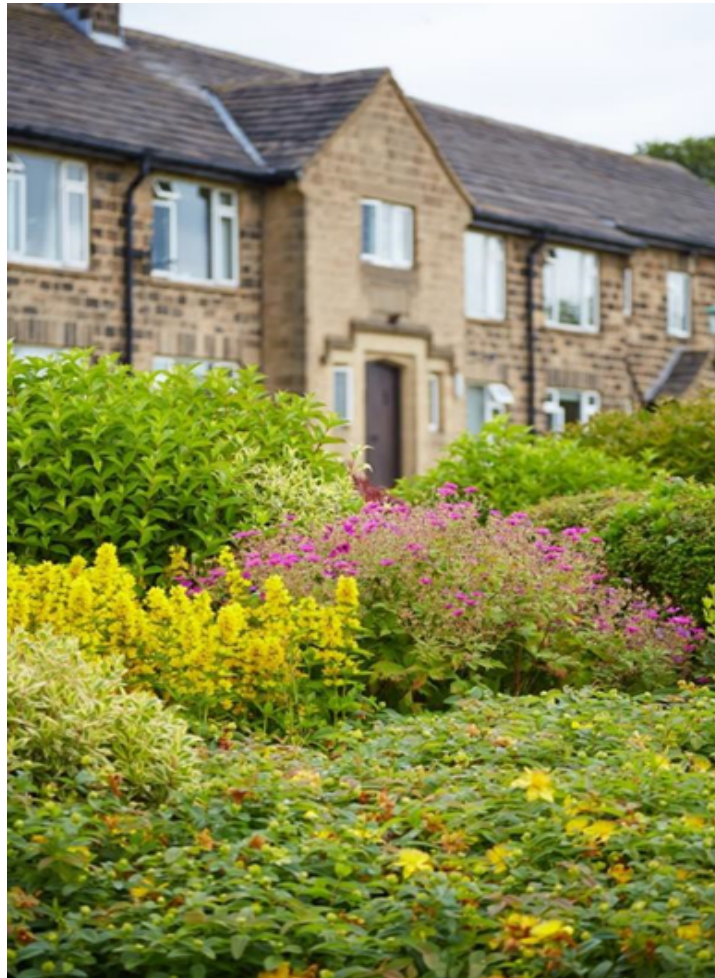




The Frank Parkinson
Yorkshire Trust

almshouses | charitable awards | educational grants



THE FRANK PARKINSON YORKSHIRE TRUST

Residents Handbook

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Section 1 – Welcome

Introduction

The Trustees of the Frank Parkinson Yorkshire Trust (FPYT) would like to extend a very warm welcome to you as a new resident. We hope you settle in quickly and are happy here.

This handbook sets out useful information about Frank Parkinson Yorkshire Trust – the Charity – and its general administration and management. It also explains your responsibilities as a resident.

Please note the conditions stated in this handbook form part of your Letter of Appointment and supplement the rights, responsibilities and conditions given in your Letter of Appointment. This is the letter you signed when you accepted your appointment. It may be necessary to amend the regulations from time to time. However, any changes would be discussed with residents beforehand to give opportunity to express any views or concerns.

The Trustees have tried to minimise these rules and regulations which have been designed for the benefit of all residents and to ensure the efficient management of the Charity. The Almshouse is your home, and

every effort will be made to help you remain independent, live well and benefit from the security, enjoyment and dignity Almshouses provide.

Our values include recognising the importance of everyone within our Almshouse community. All residents should respect the wishes of others and allow other residents privacy.

Once again, a very warm welcome.

List of Contacts

Office Address

26 Frank Parkinson Court, Bingley
Lands, Guiseley, LS20 9EY

Office phone number: 01943 871655

Email: Info@fpyt.org.uk

Website: www.FPYT.org.uk

List of Contacts

The Chair: Mr. Robin Sidebottom

Trustees: Mr Charles Clough, Mrs Vikki Brownridge, Ms Sarah De Biase, Ms Clare Hobbins & Mrs Jennifer Curran-Kerr.

Head of Operations

Lisa White

Email: lisa.white@fpyt.org.uk

Phone Number: 07860 642628

Estate Manager

Jayne Johnson

Email: jayne.johnson@fpyt.org.uk

Phone Number: 07342 076152

Office Availability
Tuesday to Friday 9am/4pm

Finance Officer and Clerk
Angela Kay
Email: finance@fpyt.org.uk
Phone number: 01943 871655.

Section 2 – History, Governance and Management

Historical note

Frank Parkinson was born in Guiseley in 1887; son of a stonemason who attended a local Wesleyan School in Guiseley until he left to pursue an apprenticeship at a company producing electric motors. After attending University to study electrical engineering, Frank Parkinson started his own business in 1908; this excelled leaving Frank to move to London. However, upon his death in 1946 it was found that he never lost his Yorkshire roots as he left a generous sum of money to several Charities and appointed Trustees to this. These include The Frank Parkinson Agricultural Trust, buildings at the University and some scholarships, and not forgetting FPYT.

The original objectives of the Frank Parkinson Yorkshire Trust were.

- The provision of benefit for older people of Yorkshire, especially Guiseley.

- The relief of poor, aged and sick.
- Provide scholarships/ bursaries for students bound for the electrical industry.
- Provide grants for any Charities furthering those objectives.

In 2023, these objectives were reviewed by the Trustees of the charity and amended to.

- Provide inclusive, low-cost accommodation to older adults (and others by exception) registered as living in the wards of Leeds and Bradford who are experiencing socio-economic deprivation and/or adverse consequences of increased costs of living.
- Invest in the local community to help address the wider determinants of health and wellbeing.
- Provide educational opportunities for the local population in the fields of information technology and engineering through working with partner organisations (e.g. voluntary and community social enterprises, higher education institutions).

- Invest in economic activity that contributes to a sustainable and reliable income to support the Trust.

The Almshouses are split into five sections. The original Almshouses were opened in October 1953, followed by Frank Parkinson Court in October 1965. Five years later, Laurel Bank was purchased along with Gardener's Cottage. Demand increased for properties, and so three bungalows were built and two further bungalows at the front of Laurel Bank built in 1977.

Laurel Bank House had a renovation in 2017 therefore, providing 44 Almshouses within FPYT.

Constitution

The Trust is a registered charity governed by a Charity Commission Scheme Registered Charity Number 209322.

The Trust is also a registered Limited Company governed by Companies House Company Number 09836470.

The role of Head of Operations

The Trust is governed by a Board of Trustees, who employ a Head of Operations responsible for the day-to-day management of the site including overseeing the management of the

team, and the affairs of the Almshouses and the Trust. Tasks will be delegated as appropriate to the Estate Manager and Finance Officer. The Head of Operations reports directly to the Board and works closely with Trustees to improve services, develop processes and policies, make operational decisions about the running of the site, and manage relevant budgets.

The role of The Estate Manager

The Estate Manager will be your first point of contact on site; they are able to assist you with your property, whether this be arranging a repair or delivering community engagement events.

The Estate Manager will keep records updated and aim to understand any additional support needs of a resident with them directly or via their next of kin/family where permission has been given. The Estate Manager will regularly visit residents and be available on site should a resident or residents require additional support to live well and remain independent in their Almshouse. The Estate Manager or Head of Operations can offer advice and signpost where appropriate to other services. An example could be: A resident has stairs to access their home and is no longer able to climb/descend stairs due to their physical health, the

Operations Manager would be informed and could consider if other more suitable FPYT Almshouses are available as a solution and recommend rehousing to the Board of Trustees.

The Estate Manager completes regular inspections of the site, communal spaces, and conducts home visits to keep up to date with residents and the community. The Estate Manager will signpost residents/their family to other local services and/or recommend the residents health and care team be consulted where any concerns regarding living independently safe and well at home become apparent.

The Estate Manager will often organise and run regular events, such as lunches, bingo, and quizzes which are advertised in a monthly update. We encourage residents to come forward with ideas of things they may like to do in the communal space on site. The aim of planned events is to support social interaction, prevent isolation and to support a friendly and neighbourly culture at the Trust. If you have any suggestions or ideas on events, please get in touch with the Estate Manager.

Section 3 – Living Here

Furniture and fittings

The Almshouses are unfurnished dwellings with eight units in Frank Parkinson Homes (Towngate) and thirty-six units on the Frank Parkinson Court site which includes Laurel Bank and Laurel Bank House. The properties range from one bed to two bed, ground floor, first floor and second floor.

To be eligible for residency at FPYT, residents must be:

- Registered as living in the wards of Leeds & Bradford.
- Applicants must demonstrate that they have a housing or support need through completion of the application form and initial needs assessment.
- Owners of housing will not be eligible for housing with FPYT but there are occasional exceptions to this.

There is a communal lounge on site, located at 26 Frank Parkinson Court. The lounge can be used by anyone, by appointment. During working hours, the Estate Manager can provide access, after this time, you will need to seek access from the FPYT Team on site, for further information on this please speak to the Estate Manager or Head of Operations

Refuse collection and recycling.

Bin collection days can be found on the communal notice board, and on the Leeds /City Council Website, or by calling 0113 222 4406. The site has recycling facilities and some larger waste bins at the bottom of the estate by Laurel Bank Bungalows.

Waste collection days are the same across all Trust properties.

Laundry

The Almshouse provides two laundry rooms with a washing machine, tumble dryer and an outside ailer. You will be shown how to use this equipment on your orientation day.

Cleaning

You are responsible for keeping your own dwelling clean, including cleaning the windows inside. If cleaning becomes difficult or you cannot clean the windows safely, please advise the Estate Manager, who can discuss other options with you and signpost to services who can support.

Repairs, Redecoration, and Improvement

Please do not organise any repairs, re-decoration, or changes to the fabric of your Almshouse property internally and externally. If you find any need for

repairs, please contact the Estate Manager. This is to ensure all maintenance/ works done are by an approved trade person to ensure the work meets health and safety standards and satisfies the conditions of the FPYT buildings insurance.

Repairs outside business hours

If you have an emergency repair outside our office opening hours, these can be reported by calling. 01943 871655, a team is on hand to triage your call and arrange a repair if needed.

Repairs Policy

The repairs policy sets out the process for repairs including your responsibility as a resident and the Trust responsibility.

Internal furnishings and white goods

Although your Almshouse is offered unfurnished, the Trust is responsible for providing carpets and floor coverings to Kitchens and Bathrooms and an oven and or oven/Hob.

Please do not replace the oven without consulting the Estate Manager. This is because when installing an oven, consideration needs to be given to how these items are wired into the properties to align with Health and Safety requirements. Oven repairs will be covered by the Trust.

As a provider of white goods/ electric goods, the Trust must ensure these are regularly checked by a certified electrician – the Estate Manager will arrange these checks for all relevant properties and will inform residents when an electrician will require access to complete the checks.

Gardens

The gardens are maintained by a local garden and landscaping service.

There are areas adjacent to each property which residents may wish to maintain themselves. Speak to the Estate Manager if you would like to maintain a particular area and/or if you have any suggestions to optimise how the gardens are enjoyed by residents.

Parking

There are 13 parking spaces available which are often highly sought after. These are available at a charge. If you are interested in a parking space, please contact the Estate Manager.

If you have a parking space and it is no longer required, please notify the Estate Manager as soon as possible. This will allow your charges to be adjusted to remove parking space costs and enable the space to be offered to others on a waiting list.

If you utilise the parking spaces on site, FPYT are not liable for any damages that occur.

There is no visitor parking available. On street parking is available in the local side streets.

Telephone & broadband

If you wish to have a telephone or broadband in your property, you are responsible for making your own arrangements for having these installed through your chosen provider.

Residents are prohibited from having CCTV or any form of security camera overlooking the communal area or external aspects of the site.

Television

All residents need a television licence. Television licences are free to all people aged 75 and over, and those aged 60 or over and retired are eligible for a reduced rate of £7.50. The Estate Manager will complete a concessionary licence form annually with relevant details.

If you wish to have other items installed for your television such as the installation of Sky TV, this will require approval from the Trustees.

Orientation

When you move into your Almshouse the Estate Manager will ensure that you are familiar with.

- Action to be taken in the event of a fire if you live in a communal block.
- How to use your central heating.
- How to use the in-property Emergency OnCall System.
- How to use any appliances in the property.
- How to order a repair and the out of hours repairs process.
- Where to find the laundry rooms/book a slot
- Community events

If you need any assistance with any other equipment, please contact the Estate Manager.

Insurance

The Trust ensures the building and any contents owned by the Charity e.g. carpets, some white goods. You are responsible for acquiring contents insurance to protect your own personal belongings.

Social media

If you use social media, the Trust request that you respect the fact that no views should be expressed about the following:

- The Charity
- Other residents

- The Trustees, Estate Manager and Clerk
- Contractors/ Trade Partners on site.

Any evidence of breaching this can result in your Letter of Appointment being set aside under a *“serious breach of regulations.”*

Please notify the Estate Manager if you come across any social media content which has the potential to have a negative impact on the Charity.

Section 4 – Terms of Occupancy

Letter of Appointment

Your Letter of Appointment, of which you retain a copy, explains that you occupy the Almshouse as a beneficiary of the Charity. This means that you are not a tenant with the security of tenure that a tenancy offers and that in exceptional circumstances the Trustees could ask you to find alternative accommodation and leave, which is known as setting aside your appointment.

Examples of such circumstances whereby the Charity may set aside your appointment are.

- Serious misconduct
- Non-payment of Weekly Maintenance Contributions
- Serious breach of regulations

- Almshouse environment no longer suitable to support the individual's health and wellbeing effectively or safely.
- Circumstances described in the Charity's scheme.
- No longer qualifies as a beneficiary under the Charity's Governing Document (more information on the Governing Document can be found on the Charities Commission entry)
- As a result of a significant change in your financial circumstances identified following completion of a financial review. Financial reviews may be carried out annually as the Trust reserves the right to conduct such reviews; where these are not completed annually, the Trust is entitled to request a financial review be undertaken at any point during your residency.

The Charity would only set aside an appointment as a last resort. Prior to any setting aside of your appointment, a full 'review' of the circumstances and contributory factors would be undertaken to inform a Board of Trustee's decision.

Weekly Maintenance Contribution

Weekly Maintenance Contributions (WMC) are payable monthly in

advance at the beginning of every month by standing order. The amount you pay is a contribution towards the cost of running the Charity. Items covered by the WMC include:

(Please note this is not an exhaustive list):

- Building repairs and maintenance and the garden
- Servicing and repair of water, gas, and electrical installations
- Decoration costs and furnishing upkeep/ replacement.
- Insurance

If you are experiencing difficulties meeting contributions or claiming Housing Benefit/ Allowances, please let the Estate Manager know. This will allow the Trust to review contributions, provide any assistance or signposting required and ensure residents have sufficient financial assistance to support independent living.

Electricity, heating, and water

In addition to the Weekly Maintenance Contributions, you may be required to pay your utilities. This is property dependent, therefore, please refer to your Letter of Appointment.

Gas Servicing and Electrical Testing

A yearly Gas service is carried out on all properties with a gas appliance (E.G Gas Boiler). All our properties

require a 5 yearly electrical Installation inspection. You must allow access for Gas and Electric tests as these are a legal requirement for the Trust. Oil and portable gas heaters are strictly prohibited.

Consulting residents

The Trustees will hold meetings from time to time to discuss the running of the Trust with you and your neighbours. Consultation and involving residents in the day-to-day running of the Almshouse is a form of participation which will benefit all concerned. Trustees welcome the residents' views on matters relating to the Trust; this will be supported through the Estate Manager and formal meetings throughout the year, which you are encouraged to attend.

You will be consulted before changes are made to your home – unless in an emergency – making changes to the Weekly Maintenance Contributions and any changes to the communal areas of the property.

Before going on holiday

Please ensure all food has been put away, taps and appliances have been fully switched off and windows are closed and locked. If you are leaving your Almshouse during the winter months, please ensure there is adequate heating to avoid the risk of

burst pipes etc. and if a longer holiday inform the Estate Manager.

Absence from home

You are expected to be in full time occupation of your Almshouse. If you plan to be away from your dwelling for more than 28 consecutive days in total in any one year, you must explain the circumstances to the Charity and seek permission.

Having Family and Friends to stay

Visitors are not permitted to stay overnight in your Almshouse.

There is a guest room on site at FPYT. Residents can request their family, and friends stay for a charge. Please speak to the Estate Manager for further details.

When someone stays in the guest room, they are subject to the regulations contained in the residents Letter of Appointment and may not occupy the guest room for more than 28 days any calendar year.

Pets

No animals are permitted to stay in an Almshouse overnight.

Mobility scooters

Mobility scooters may be kept at the discretion of the Trustees based on an individual needs assessment.

Leaving your Almshouse

If you wish to vacate your Almshouse, you must give the Trust written notice of at least one calendar month.

During this notice period you will be liable for your Weekly Maintenance Contribution and utilities even if you have already moved out. If longer than a month is required, this will incur additional charges.

If anything is left behind without permission, it will be disposed of, and a further charge may be incurred.

In the unfortunate circumstance that someone dies whilst resident in an Almshouse, the Estate Manager will liaise with and support the Next of Kin to empty the property.

Re-housing

If you wish to move from one dwelling to another at FPYT, contact the Estate Manager to discuss the matter. While every effort will be made to assist you to move where there is a valid reason, any decision will depend upon availability of another more suitable Almshouse; and any decision is entirely at the discretion of the Trustees.

The Trust may require you to move to other accommodation temporarily in the event of major repair works needed to be carried out, or if a permanent move is required. Your

views would be considered, and you would be given at least three months' notice should a move be necessary.

Section 5 – Health and Safety

Doctor and Dentist

All residents must be registered with a local GP. The name of your GP must be given to the Estate Manager on appointment. If you do not have one, speak to the Estate Manager who will be able to provide you with practice names in the local area.

If you have ongoing health needs, you must inform the Estate Manager. This will allow the Estate Manager to offer you support if needed and they can signpost you to services/ provide information relevant to your situation.

These details will not be shared with anyone except the Clerk and the Trustees, except in the event of a safeguarding concern in line with the Data Protection Act 2018.

Emergency call system

In each property, there is a pull cord and pendants available for all residents. These are advised to be worn whenever you are in the property.

Pull cords must not be tied up and should always be easily accessible.

This equipment is tested regularly and is provided to support you, your health, and your wellbeing. The Estate Manager will be in touch when testing is due to arrange for this to be scheduled accordingly.

Emergency contact details

If you become ill, or require urgent assistance, the Estate Manager will work in partnership with your Next of Kin and the necessary emergency services on your behalf.

It is important that you let the Estate Manager have details (*names, addresses, and telephone numbers*) of these essential contacts. If the details change from time to time, please ensure you inform the Estate Manager.

If an emergency occurs out of hours, please use the call system detailed above whereby communication to the next of kin shall be arranged where possible.

Fire precautions

FPYT complies with the most up-to-date fire regulations. An annual Fire Risk Assessment is completed, and fire policies are frequently reviewed. Fire Safety information is displayed in communal blocks and should be adhered to, this is monitored each month by the Estate Manager.

Fire drills take place regularly to ensure that every resident knows what to do and where to go in the event of an emergency.

All the properties have a smoke alarm and those with Gas appliances also have carbon monoxide detectors installed.

Evacuation policy

In the event of an emergency, all residents in a flat must.

- **If safe to do so, evacuate the building via the nearest fire exit. These exit routes and fire escapes clearly labelled in corridors.**
- **The fire assembly point for is the rear lawn of Frank Parkinson Court. This is clearly labelled with a green 'assembly point' sign.**

In the event of an emergency, for those residents in a bungalow or detached accommodation.

- **If safe to do so, evacuate your property via the nearest exit and assemble on the grassed area to the front of the property keeping a safe distance.**

Avoiding the risk of fire

Please be conscious of the risk of fire. Do not allow doors to be wedged open and check both at night and before you leave the property that all appliances have been switched off.

Smoking is not permitted in any of the dwellings. Should you wish to smoke in the grounds, please be considerate to your neighbours.

Accidents and Incidents

Any accident, incident or near miss that happens in your home or on the Trust Grounds must be reported to any member of staff as soon as possible. Reporting accidents, incident such as slips trips and falls, allows the Head of Operations to review any actions that may be needed to prevent future accidents and to make sure that you are offered any support you need, and that repairs are actioned in a timely manner.

When there has been a sharp frost, the grounds maintenance team will be instructed to salt the main paths and residents are kindly requested to keep to these areas during icy conditions. Any areas requiring additional attention should be reported to the Estate Manager.

Security of your home

DO

- Keep the front door of your property always locked.

- Utilise the spy hole to identify callers prior to opening the door.

DO NOT

- Allow a stranger to enter your home without proof of identity, including tradespeople.
- Leave ground floor windows open when you leave the Almshouse for any period.
- Keep significant amounts of cash in plain sight in the property.

You must not fit locks and chains to the door of your dwelling without the Trustees' consent, as these may delay access for emergency services.

Your keys

Residents in flats should use the remote door entry system only to let people into the property.

The Frank Parkinson Team hold a master key which can open the front door of your dwelling, but it will only be used in an emergency or with your permission. They will follow strict instructions only to enter your home if:

- You ask them to do so and have therefore given written permission for access in your absence.

- In an emergency that is relating to Health and Wellbeing or a repair.

Please do not obtain additional keys without first obtaining permission from the Trustees.

Water stopcock

The Estate Manager will inform you of the location of your stopcock upon arrival.

Electricity meter, mains switch and fuse box

Your electricity meter, the electricity mains switch and the fuse box are all located in the property.

You will be shown all relevant items on your orientation visit.

Call systems

The Almshouses call centre is operational 365 days a year and holds records of each resident, emergency numbers, their GP, and Next of Kin details in the event of an emergency.

The Estate Manager will show you how to operate the system when you move in.

Section 6 – General Information

Council Tax and Council Tax Benefit

You are responsible for paying the council tax for the Almshouse. You will receive the council tax notice from Leeds City Council every year. If you live alone, you are entitled to 25% relief on the single occupancy discount.

If you have an income of basic pension and modest savings, you may be entitled to council tax benefit.

Depending on your circumstances, this could assist in paying your council tax in full or in part.

Please speak to the Estate Manager if you are unsure of your entitlement or need help in completing the claim form.

Housing Benefit/ Local Housing Allowance/ Universal Credit/Pension credit.

If your income consists of your retirement pension, and you have little to no capital, you may be entitled to Housing Benefit or Local Housing Allowance or Pension Credit. To claim these, you should contact the benefits office which is located at the Job Centre in Guiseley, or the housing department at Leeds City Council.

If you have any changes in your financial circumstances, it is important

that you inform the local benefits team as they have power to demand reimbursement if they find there has been an overpayment.

If you need any assistance or further information on the above, please contact the Estate Manager.

Wills

It is advised that residents have a will in place. If you need help with finding a solicitor to assist you with a will, or need any further advice, Citizens Advice in Leeds are available Monday – Friday and can be contacted on:

Tel: 0808 2787878

Address: Oxford House, Oxford Row, Leeds, LS1 3BE

Power of Attorney

If you need to set up a Power of Attorney, the Trust advises seeking legal advice from a Solicitor. In the event of a Power of Attorney (PoA) being granted, residents or the PoA should inform the Estate Manager.

Local organisations and services

Guiseley and the surrounding area have a rich variety of local organisations, community groups, services, and activities in which you may participate. Some examples are AVSED, Guiseley Theatre, The Historical Society, Yeadon Town Hall.

Gifts and legacies

The Trustees, Estate Manager and Clerks dedicate their time and energy to ensure that the Charity objectives are met.

The Charity respect that leaving such a legacy or gift is a decision you wish to make in your own time – the Charity ensures that there will be no pressure from the Trustees, Estate Manager or Clerks.

Donations to the Charity are greatly appreciated. These can be discussed further with the Estate Manager.

The gift/ legacy will be used carefully and used so that it makes a difference for the Charity and others.



Section 7 – If you need Support.

If you require support with finances or other matters and lack support from friends or family or Power of Attorney, please contact the Estate Manager or Head of Operations in the first instance who will do all possible to signpost you to the appropriate service.

Your concerns will be treated with the utmost confidence.

Complaints

If you have any concerns, you should first raise this with the Estate Manager. However, should you feel dissatisfied with their response, you can request the complaints policy which explains how complaints can be formally submitted and what to expect.

Neighbourly disputes

At FPYT we strive for civility and always respect and expect the same of residents. Should there be discontent between residents, these should be resolved with the others involved as soon as possible. However, should issues continue, please contact the Estate Manager for assistance.

Care at Home

If you find that you require support for personal care, there is the option to contact local care providers for an

assessment of need. Care providers may be able to put together a package of care to help you to stay in your Almshouse. The care required may need to be self-funded.

Under the Care Act, individuals may qualify for means tested care by adult social care. A social worker or qualified professional will work with residents and family/friends to complete a care needs assessment and make recommendations as to what support is required, and options for funding.

Estate Manager assistance

The Estate Manager is not qualified or registered to provide personal care, buy shopping, collect prescriptions, or undertake any other aspects of care. The Estate Manager is not able to help with completing financial documentation or information on your behalf. The Estate Manager may instead signpost residents as to where is best to signpost residents to local services. Ultimately, the Estate Manager's role should be that of a "good neighbour" or "trusted other."



We always welcome your feedback on how we could improve FPYT or our associated policy documents.

 Contact Us:

01943 871655

 info@FPYT.org.uk

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Other sources of information about Almshouses

The Almshouse Association website:

<https://www.almshouses.org/>

Independent Age website:

<https://www.independentage.org/get-advice/housing/housing-options/almshouses>