

Residents Handbook

All the information you need to live well, stay independent and enjoy your home.

Last updated – June 2026



Respect

Fairness

Caring

Honesty

Accountability

Welcome to Your New Home with Thame and District Housing Association

We're delighted to welcome you to Thame and District Housing Association. This handbook has been created to help you settle in with confidence, comfort, and a genuine sense of belonging. Inside, you'll find everything you may need to enjoy life in your new home not only the practical details, but also the spirit of how we live both together and independently within our community.

Our housing schemes are designed to offer a warm, safe, and pleasant environment for older people who value their independence and want to continue living life on their own terms, with support available when it's helpful. We believe that a home should feel like a foundation, a place where you can live well, stay connected, and feel respected.

What truly shapes life here is our small, dedicated team. They take the time to understand each resident as an individual, and their work is guided by the values that sit at the heart of TDHA. We treat people as we would want to be treated, and we challenge poor behaviour when it arises. We act fairly and without bias, and we take time to understand each person's situation. We are open, sincere, and transparent in how we communicate, and we take responsibility for our actions, our decisions, and the solutions we put in place. These values are not abstract ideals, they are the way we work, the way we make decisions, and the way we support everyone to live happily and independently.

If you ever need help, have a question, or simply want to talk something through, please reach out to me or any member of the team. We're here to make sure you feel well supported as you settle in.

Ian Brooke
CEO



Our Association and its history

Thame and District Housing Association was founded in 1964 by a group of local business people who recognised the need for good-quality social housing for older people in the area. Since then, we've grown steadily while staying true to that original purpose. As a Registered Society under the Co-operative and Community Benefit Societies Act 2014, we remain committed to providing affordable homes, keeping rents as low as possible, and supporting residents to live independently and with dignity.

Our first scheme, Croft Court, opened in 1966 with eight bedsits. Over the following decades, new developments were added in Thame, Waddesdon and beyond, including Anstey Court in 1968, Pearce Court in 1976 (with a major second phase in 1982), and further homes at Playford Court in 1987. Summersbee Court followed in 2007, offering 14 leasehold flats next to Pearce Court.

We've continued to invest in our communities, from extending Anstey Court and Playford Court in the 1980s to refurbishing communal spaces, adding parking, and modernising facilities in recent years. The John Gadd Lounge, named in honour of our long-serving former CEO, was officially opened in 2019. Most recently, we purchased and redeveloped a neighbouring building to create five additional flats for older people in Thame, and in 2024 we refurbished the Pearce Court office to create a welcoming space for residents, staff and visitors.

Across six decades, our focus has remained the same: providing safe, comfortable homes where older people can live well, with the right support and a strong sense of community.

Living Well

Living well at TDHA means enjoying your home in a community built on respect, fairness, caring, honesty and accountability. We work on a "doing with" not "doing to" approach, involving you in decisions and support so that everything we do is shaped with you, not for you. We all share the same spaces, so it's important that we treat one another kindly, follow the simple rules that keep everyone safe and comfortable, and recognise that people choose to be part of the community in different ways. Some residents enjoy joining in with activities and social time; others prefer a quieter, more private routine. Both are completely valid. What matters is that we look out for one another, behave considerately and help create a place where everyone can feel at home, in their own way, while still being part of a supportive and welcoming community

How to use this handbook

This handbook is designed to be easy to use and genuinely helpful. The next page brings together all the essential emergency and safety information. Everything that follows is arranged alphabetically, making it simple to look up day-to-day information about living in your home, as well as details about services, support and safety. You'll also find all the key telephone numbers you may need, including how to contact staff, contractors and emergency services. We update the handbook as things change and share the latest version with you, but if you spot anything we've missed or think could be clearer, please let us know, your feedback helps us keep it useful for everyone.

Emergencies and your safety

Calls made through the emergency response system, whether by pulling a cord, pressing your pendant, or using the call box near your door, go straight to our 24-hour Call Centre. Someone will always answer. The team there will talk to you, find out what you need, and then contact the right people, whether that's TDHA staff, your nominated contacts, or the emergency services.

You can activate the system in whichever way feels easiest for you. Pull cords are placed in key areas of your flat, and the personal pendant can be worn around your neck or on your wrist, so help is always close at hand.

If you ever need urgent help, please don't hesitate to pull a cord, press your pendant, or use the call box. You can also call the emergency number directly: 0333 321 6451. We would always rather you contacted us quickly than waited or worried. If it's a serious emergency, then call emergency services directly.

Safety in Your Home

All doors are fitted with spyholes, and we encourage you to use them. If you ever feel unsure about a caller, please contact the Scheme Manager or pull the emergency cord, don't let anyone into your flat unless you know them, they have shown proper identification, or the Association has told you to expect them.

For everyone's safety, please don't fit extra locks or chains to your door; in an emergency, staff or the emergency services may need to gain access quickly, and the locks we provide are secure and appropriate. Emergency services also have access to a master key should it ever be required. Residents may choose to agree shared times for locking and unlocking the blocks, and we encourage this collaborative approach. Communal areas should remain locked, and all Pearce Court residents have keys that allow access when needed.

Keyholder

In an emergency, the Call Centre may need to contact your key holder. Please ensure that their address and phone details are kept up to date in our records.

Your Health & Wellbeing

Looking after your own health and wellbeing is an important part of living comfortably here, and we want to make that as easy as possible. Staying active and connected can make a real difference, and we offer a range of activities, from gentle yoga to social events, that you're very welcome to join. If you'd like to explore more options, we can also point you towards local fitness classes, wellbeing groups and other opportunities in the community that help keep both body and mind active. Many residents choose to organise their own social or welfare activities too, and we're always happy to support that. If you ever need confidential guidance on welfare matters of any kind, our Scheme Managers are here to help.

Our Team

Karen Norton and Fran Majkut - Scheme Managers



Karen and Fran are our Scheme Managers, here to help you live independently while offering support when needed. They can sign post support services, answer questions about your home, or address concerns about the building or communal areas. With their calm and practical approach, they help keep our schemes safe, welcoming, and well-managed.

Bhiku, Sarah and Ruth are our housekeepers



They help keep the communal areas clean, comfortable and welcoming for everyone. You might speak to them if you notice anything in the shared spaces that needs attention, or if you have questions about cleaning routines or the general upkeep of the building

Tom O'Callaghan - Maintenance Manager



Tom is our Maintenance Manager and oversees all repairs, upkeep and practical work across the schemes. He has over 30 years of experience working for TDHA.

Jim Lucas - Gardener & Maintenance Assistant



Jim looks after our gardens and supports the team with general maintenance, helping to keep our outdoor spaces attractive and our schemes running smoothly.

Caroline Bartlett - Estates Manager



Caroline is our Estates Manager and oversees the smooth running, safety and overall condition of all TDHA properties. You might speak to Caroline if you have questions about the wider management of the buildings, or feedback on how our homes and communal areas are maintained. She works closely with the Scheme Managers and maintenance team to make sure everything is well cared for and that residents feel safe, supported and proud of where they live.

Helen Hughes - Finance & Administration Officer



Helen deals with much of the day-to-day issues such including payments, budgets, and reporting. She handles administrative tasks, support the team with records and correspondence, and ensure our services run smoothly and efficiently for residents.

Pauline McBride - Financial Advisor



Pauline ensures our finances are accurate and well-managed. She prepares budgets, monitors spending, manages accounts, and reports on our financial position. Her work helps the association make informed decisions, keeps our services running smoothly, and ensures residents' money is used responsibly and effectively.

Ian Brooke - Chief Executive



As CEO, Ian leads the housing association to make sure your homes are safe, comfortable, and well cared for and that the Association remains compliant with regulation and financially viable. Ian works with the team to provide excellent services, listen to your ideas, and respond to concerns. Ian's job is to guide the association, work with the Board support staff, and make decisions that help improve your homes and community for everyone who lives here.

In the following pages, you'll find an **A–Z** guide to help you settle in and make the most of living well in your new home.

Activities

Please call into the lounge to make sure you have an up-to-date activity list.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Pearce Court Lounge	Yoga, 10am Bingo, 1:30pm	Craft, 2pm	Coffee morning, 10am Games, 2pm	Lunch 12pm Bingo, 1:30pm	Coffee morning, 10am	Gardening club, 10am
Anstey Court Lounge		Lunch, 12pm		Coffee morning, 10am Yoga, 2pm		

We understand that attending a session for the first time can feel daunting. If you are feeling unsure, please speak to one of the Scheme Managers. They will be happy to accompany you to your first session or introduce you to someone beforehand to help you feel more comfortable.

We currently offer lunches on Thursdays in the John Gadd Lounge at Pearce Court, Thame, and on Tuesdays at Anstey Court, Waddesdon (fortnightly during the summer). There is a small charge which is paid alongside your service charge, this is very straightforward and we will set this up for you. Residents from Croft, Summersbee and Playford Court are very welcome to join the lunches at Pearce Court.

Please note that at certain times, such as holiday periods, staffing levels may mean we're unable to provide a meal that week. Over the summer, lunches run fortnightly, but the lounge remains open and residents are warmly encouraged to use the space for socialising, or to bring their own food and enjoy time together.

Benefits

While we cannot provide benefits advice, we can help you contact the right services to apply for any Benefits or Allowances you may be entitled to (for example Housing Benefit, Council Tax Reduction, Attendance Allowance or Universal Credit). Please speak to your Scheme Manager in the first instance, who will explain how you can access support.

Housing Benefit covers rent and eligible service charges, ineligible charges include; water, support charge, heating, and hot water, which are not covered by Housing Benefit.

Car Parks

Parking is limited on our sites, and our car parks are for the use of residents and their visitors. Parking is at your own risk and Thame and District Housing Association accepts no liability for vehicles whilst on our premises. All vehicles should be able to fit in one car parking space. There is one vehicle permitted per flat that can be parked on our premises, you will be issued with a parking permit and one visitor permit. Unless using the guest rooms, visitors should not leave cars overnight

If you park your vehicle on our premises, you must ensure the vehicle is roadworthy, with current road tax, MOT and insurance. We operate a considerate parking policy, which means first come first served. The only reserved spaces are the 14 for Summersbee Court residents.

Please ask for a copy of our parking policy or speak to the Estates Manager if you have questions about parking.

Condensation

This occurs when warm, moist air touches a cold surface. For instance, if you turn off the heating in a bathroom or kitchen, the walls can get cold, then suddenly creating heat from cooking or running water may cause condensation to occur and eventually create stains. Clothes should be dried out of doors wherever possible; lids kept on saucepans and the heat low once boiling has been reached. Further information about minimising condensation is available on request.

Cookers

Residents may only install electric cookers in their homes. A qualified electrician must install these this means the electrician needs to provide their ID and membership of an association such as the National Inspection Council for Electrical Installation Contracting (NICEIC). An Electrical Installation Certificate must be provided to TDHA upon completion of the work.

On occasions, the Association may agree to a resident paying for their kitchen to be refitted outside of our standard works programme. If such agreement is given the kitchen design must allow for a full-sized (60cm width) free-standing cooker. Fitted ovens and hobs are not permitted.

Council Tax and Water Rates

Council Tax is paid by the resident directly to the appropriate authorities. Payments can usually be spread over the year. Most of our flats are Band A, which is the lowest band.

Water charges are paid to the Association with the rent, and these are then paid to the water company.

Cycles

There are fixed-cycle racks available at Pearce Court and Anstey Court. Please do not leave cycles in hallways or communal lounges as this can impair exit in the event of an emergency and make cleaning those areas more difficult.

Data Protection

To deliver services to our residents, we hold records on computer as well as in paper form. Under the terms of the General Data Protection Regulation (GDPR) you have the right to request access to the records we hold about you. If you wish to exercise this right, your request should be made in writing, or by email. There is normally a charge for this service for the wish to receive copies of documents. We will respond within two weeks of receiving your request. We are registered with the

Information Commissioner's Office. The Privacy Notice issued with your tenancy agreement gives details about the information we hold, how it is used, and why.

Discounts and food support

We have negotiated some discounts for residents and are always looking to add more.

This includes a 10% discount for our residents with Wycombe Carpet Centre Ltd – 01494 438725.

Thame is also has a community larder which takes place at Christchurch on the Upper High Street in Thame. You can get 14 items for a monthly fee of £14. There is a small one-off joining fee.

Door Entry Systems

Door Entry Systems are fitted at Anstey Court, Croft Court and Playford Court. Please be careful who you admit. We will always give you notice of workmen coming to your flat. Always refuse to admit people if you are in doubt. Genuine callers will not mind you checking first.

Drilling, Nailing etc.

As pipes and electric wires are installed in the walls, floors and ceilings it is essential that, before drilling or nailing into them, you check with the Maintenance Manager or Estates Manager that it is safe to do so. We can tell you where the pipes and wires are fitted.

Electrical Fittings & Heating Controls

Electric switches, plugs, heating controls etc must not be altered. It is better to turn the heat down than to open windows. All flats are fitted with a central thermostat on your wall, and many have further individual controls on radiators.

Financial or other problems

The Association wishes you to have as few worries as possible and we ask that you speak in confidence to the Scheme Managers if you have problems. We will be pleased to assist you and talk through your options.

Fire Safety

A fire blanket is fitted in each kitchen for use in the event of a fire. The Fire and Rescue Service advises that your best course of action is to leave the building and raise the alarm rather than to try to fight the fire.

Residents do not need to notify us if they are away for short periods, but we appreciate being told if the property will be empty for more than a week, or if regular support services need to be paused.

If the fire alarm sounds in your flat but not outside in the access stairway, then the alarm has originated from your flat. You should check your flat for any signs of fire and in the event there is a confirmed fire in your flat you must evacuate. If there are no signs of any fire such as smoke heat or flame then you can remain in your flat, and the alarm should automatically reset after five minutes. If the alarm in your flat does not reset, it will also activate the fire alarm in the whole of your stairway block, and you must evacuate if it is safe to do so. Always evacuate the building using the nearest exit and wait in the adjacent car park.

Our fire procedures have been drawn up in response to the fire risk assessment using a qualified fire safety consultant and in conjunction with Oxfordshire Fire and Rescue.

Please note that items such as aerosols, hair and room sprays can also set off the alarms so, please avoid using them near the detectors. Each flat has a smoke detector. Each flat also has a heat detector which is connected to the care line system so that the call centre will alert the Fire & Rescue Service, and the bells will sound throughout the scheme.

If the smoke alarm sounds for burnt toast or similar, please do not open the front door to your flat (unless you need to get out) as this will cause the main fire detection system to go off and will alert the fire service to attend unnecessarily.

Floor Covering

Tenants may replace carpets provided no disturbance is made to the underlying floor or any materials that may contain asbestos. Floor coverings that are bonded or stuck down must not be removed.

Please note that we do not permit any wooden or laminated floors to be fitted in our first-floor flats, only carpet or soft flooring to reduce noise.

Please only use glue to adhere carpet gripper, avoid using nails because they may damage wires or pipes in the floors or materials beneath. Please consult the Association if doors are to be cut. To fit carpets, we need to ensure the integrity of the fire doors. All reputable professional carpet fitters will have special tools for cutting doors.

Gardens

The Association maintains the gardens as they are communal areas to be enjoyed by all. If you wish to help or cultivate an area, we may be able to find you an area of garden to do or help at. If so, please do ask us, but do not place things in the gardens or start work on them without gaining authorisation from us first, as this may make the gardeners jobs more difficult or cause conflict with other residents or create safety issues. If you are unable to maintain your garden area, please tell us so that we may do it.

Grievances / Complaints

If your complaint relates to the day-to-day running of your scheme, please contact the Scheme Managers first.

If your complaint concerns another part of the Association's work, if you are unhappy with the Scheme Manager's response, or if your complaint is about a member of staff, please contact the Chief Executive.

If you remain dissatisfied after the Chief Executive's response, you should then contact:

Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

Phone 0300 111 3000

Email: info@housing-ombudsman.org.uk

The Ombudsman will not consider submissions until you have followed the set internal scheme procedure. See www.housing-ombudsman.org.uk for more information. If you wish we will supply the official Ombudsman forms and advise you.

Guest Room

We're always pleased to welcome friends and family into our community, and our guest rooms help make that easy. Comfortable en-suite rooms are available at Pearce Court and Anstey Court for residents from any scheme to book. The charge is £20 per night or £50 for a long weekend (Friday to Monday morning). Bookings can be made through the office, and rooms can usually be reserved for up to two weeks, with longer stays considered at the Association's discretion. .

Guest rooms are for people visiting our residents, and it's lovely to see guests come and stay, it brings warmth and life to our schemes. We simply ask that all visitors follow the associations rules while they're here, so that everyone continues to feel safe, respected and part of a welcoming community. Please contact the office to book.

Harassment or Anti-social behaviour

We want everyone to feel safe, respected and at home in our community, and we trust residents to treat one another with courtesy and understanding. If, however, you ever feel that this respect has broken down, or if you believe you have been harassed, please speak to a Scheme Manager. Harassment includes any behaviour directed at you because of your race, gender, sexual orientation, ethnic background, religion, colour, ethnicity or any other personal characteristic.

The Association will take firm action against any form of anti-social behaviour on our premises. If concerns cannot be resolved through our usual procedures, we may need to consider legal action. If you would like to see the full policy, please ask at the office.

Heating

Paraffin and some other forms of heating are not permitted because of the fire risk. Residents are requested to consult the Estates Manager before using any additional form of heating other than an electric heater.

There may be occasional times when you may require additional heating, or in the event of a boiler failure, so we advise you to have an electric heater for such occasions.

Health and Safety

Our Health and Safety Policy is displayed on the notice boards in each scheme. It sets out the procedures we follow to help keep our buildings and shared spaces safe for everyone. If you notice anything that could cause harm or put someone at risk, please call the office, and let a member of the TDHA team know so we can put it right quickly.

Insurance

All of our buildings are insured, but we recommend you insure your contents. The Association insures the structure and fixtures in your flats but you could still be liable to replace or repair items if you or your guests damaged it, depending on the circumstances. We advise you to take out insurance for your furniture, personal possessions and any internal decorations, as replacing them yourself could be expensive.

You may wish to consider contents-insurance schemes designed specifically for older people or for tenants in social and affordable housing. Options include schemes run by Age UK, the National

Housing Federation, and the My Home Contents Insurance Scheme. These can cover a wide range of items such as furniture, carpets, curtains, clothing, bedding, electrical items, pictures and ornaments.

We can provide further information on these schemes, and more details about the My Home scheme are available at: <https://www.thistlemyhome.co.uk/>

Keys Management

You are provided with two front door keys at the start of your tenancy. You may keep the spare or give it to a family member or friend nearby. Our keys are of a special security type. If you require an additional key, or if you lose a key and require a replacement, these may be obtained from the office for a charge of £15 per key.

We can provide a key safe fitted outside your flat for £20 should that be required. Please contact the office if you would like one fitted.

Keyholder

In an emergency, the Call Centre may need to contact your key holder. Please ensure that their address and phone details are kept up to date in our records.

Laundry

Coin-operated washing machines and dryers are installed at Pearce Court and Anstey Court and all residents are welcome to use them. There is no rota for use of the machines. To avoid disturbing other residents, the laundry rooms should not be used before 8am nor after 7pm.

Legionella and Legionnaires' disease

Legionella are bacteria that can cause Legionnaires' disease, a non-contagious potentially fatal form of pneumonia. This is caused by inhaling small droplets of water suspended in the air which contain Legionella bacterium. Although most people who are exposed to legionella do not become ill, those affected are usually middle-aged or elderly people, and it more commonly affects smokers or people with other chest problems.

In order to minimise the risk of legionella we carry out periodic checks throughout the year. We will seek your agreement to enter your flat to carry out these brief inspections. Further information may be found in the Health & Safety Policy, which is displayed on the communal notice boards, or please speak to the Estates Manager if you have any questions about this.

Lofts

Residents should not enter the loft space, and nothing may be stored there.

Morning Calls

We offer a weekday call service where a Scheme Manager can contact you via the intercom each morning, Monday to Friday. If there's no reply and we haven't been told you'll be away, the Scheme Manager will check in on you. If you're going to be out, please let the Scheme Managers or the office know and if that's difficult, we ask that you at least tell a neighbour. If we don't know you're away, valuable time may be spent looking for you when another resident might need urgent help.

At weekends, we run a “good neighbour” system, where residents look out for one another. The Scheme Managers will explain how this works and make sure you feel comfortable with the arrangements.

Mutual exchange

TDHA support mutual exchange where you can apply to exchange your flat with another tenant in another area of the country. To apply please initially contact office@tdha.co.uk and we will have an initial conversation with you. Both tenants must agree and have landlord approval. There are a range of websites you can register on to find swap matches and get guidance on the process.

Noise and Consideration for Neighbours

Our flats have solid walls and floors, but this will not stop noise completely, especially if a radio or TV is turned up loudly. We ask that TVs, radios, stereo systems etc are kept away from walls on the other side of which people may be asleep and kept at a reasonable volume.

Extra care should be exercised between 9.00pm and 9.00am. If the noise is too loud, please speak to your neighbours in the first instance and let staff know if things do not improve.

Notice

If you decide to give notice and move, contact the office and we'll help you with the next steps. (office@tdha.co.uk) or write to:

Thame & District Housing Association Ltd
Pearce Court
Windmill Road
Thame
OX9 2DJ

This is to comply with the Landlord and Tenant Act.1947.

Pets

Residents are generally not permitted to keep pets in TDHA schemes. This is because our buildings are shared, with communal areas, and pets can sometimes cause noise, cleanliness issues, damage or distress to others.

Exceptions may be considered for small, caged animals, birds or fish.

We also recognise the important role that properly trained support dogs can play in supporting independence, wellbeing and confidence. Requests for a support dog will be considered sensitively and on an individual basis. Approval must be obtained in advance from both the Chief Executive and the Scheme Manager, and will take into account the needs of the resident and the wider community.

Where permission is granted, residents remain fully responsible for the care and wellbeing of their pet and must ensure it does not cause nuisance, risk or damage. Suitable arrangements must be in place for pet care during illness or absence, as TDHA staff cannot look after pets. If significant problems arise, approval may be withdrawn, with three months' notice for the dog to be removed.

Visiting pets, including dogs, are welcome provided they are well controlled, kept on a lead in communal areas, and do not cause nuisance or distress. TDHA may restrict visiting pets if issues arise.

Power of Attorney

A power of attorney is a way of giving someone you trust the legal authority to make decisions on your behalf if you're no longer able to make them yourself, or if you don't want to. It is important to consider this and the Age UK website has some excellent advice including cost effective ways to set it up.

<https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/power-of-attorney/>

Rent payment

Your rent is payable monthly in advance on the first day of each month and should be paid by Direct Debit. A form should have been given to you with your tenancy agreement. If not, please contact the office. We can also take payments via bank transfer and, in exceptional circumstances only, a cheque.

If you wish to make a bank transfer, please use the following bank details:

Account name: Thame & District Housing Association Ltd

Account Number: 00022856

Sorting Code: 40-52-40

Bank name: CAF Bank Ltd

Please also reference the first line of your address so we know who has made the payment.

If you are struggling please speak to a Scheme Manager who may also arrange or your to meet the CEO.

Repairs

Repairs should be notified to the Office, or a member of the team as soon as possible.

Our response times are:

- 24 hours for emergency repairs
- 5 working days for urgent repairs
- 20 working days for routine repairs.

For Emergency repairs, out of office hours (8am-4pm) please report these via your pull cord/button/pendant or telephone the call centre on 0333 321 6450.

During office hours, or for non-urgent repairs, please call the office on 01844 212564, fill in a repair slip and post into the office, or e-mail office@tdha.co.uk

Residents' Meetings

Meetings are held regularly and residents are encouraged to attend.

You are also welcome to call into the office with comments, complaints, suggestions etc, you are usually best to arrange an appointment by contacting the office so we can ensure there is someone to meet you.

Residents' Social & Welfare Matters

We encourage residents to arrange social and welfare activities. Confidential help and guidance on welfare matters of any kind will be gladly given by the Scheme Managers.

Residents' Association

We have a fantastic Residents' Association. The committee meets about four times a year and is a forum for constructive communication with the housing association on matters of interest to residents. The Residents' Association is in addition to the normal communication between residents and staff.

Rubbish

The Council supply large bins for residents' use. Please take care to separate out recycling, making sure all boxes are flattened before placing in the bin. In Thame, food waste must be placed in the blue bins.

If you have large objects to be removed you will need to notify the Council, who charge you a fee. They will not take such instructions from us. Items such as microwave ovens may not be disposed of in our bins, nor left in the bin store areas, nor put into skips.

Please note that the onsite waste bins should not be used for clearing a property at the end of a tenancy. All unwanted furniture, small household items, electricals and ornaments/bric-a-brac should be removed from site and disposed of at a local recycling centre or given to charity. Onsite skips used by the housing association are not for the general use of residents or their visitors.

Mobility Scooters

We recognise that mobility scooters play an important role in helping many residents stay independent, and we want to support their safe use. To protect you and your neighbours, you must have appropriate insurance, including accident cover, for any scooter used or stored on our premises.

Scooters cannot be stored in corridors, passages or near entrances, as they block escape routes and increase fire risk. For safety reasons, they must also not be charged from communal sockets.

Please speak to us before buying a scooter so we can agree a safe storage and charging arrangement. Where needed, we may arrange for electrical adaptations in a suitable area, at your expense. You can ask to see our separate Mobility Scooter Policy before making a purchase by contacting the office.

Smoking

Smoking, including vaping and e-cigarettes, isn't allowed in any communal areas such as corridors and lounges. You're free to smoke in your own flat, but please avoid smoking directly under smoke or heat detectors, as they are very sensitive. We also ask that smoke doesn't drift into corridors, other flats or under neighbours' windows.

Please be mindful of staff wellbeing too and avoid smoking when they are visiting your home. If this isn't possible, staff may need to meet with you in the office instead.

Support and Care

When you move into your flat, the Scheme Manager will visit you to agree your Support Plan together. Our aim is to help you live independently and confidently in your new home. Much of our support is about giving you the information you need to resolve things yourself, whether that's details about local services, facilities or who to contact for specific help. If you're ever unsure about anything, please just ask. We're here to make sure you have the support you need to remain independent.

There is no reduction in your monthly charge if you choose not to receive support, and all information we hold about you is treated confidentially.

While we support you to live independently, we do not provide nursing or personal care. If you need this, it must be arranged through your family, Social Services or another care agency. Scheme Managers can offer guidance on how to access the right help and can also advise families and friends on the options available. In some cases, this may include talking with you about other housing options if you need more support than we can safely provide, or if your wellbeing could be at risk without a higher level of care.

Scheme Managers cannot handle residents' money or deal with personal finances, other than matters relating to rent and charges.

Where a resident chooses to tell us they have a DNACPR (Do Not Attempt Cardiopulmonary Resuscitation) or ReSPECT plan (Recommended Summary Plan for Emergency Care and Treatment) we encourage them to keep the original form in an agreed, accessible location inside their home, such as a Message in a Bottle/fridge location or with their care plan. With the resident's consent, we may record only the location of the emergency care document and emergency contact details. We will not display any information externally or make clinical decisions.

TV Licences

People in receipt of Pension Credit are entitled to a free TV Licence which you will need to arrange directly with TV Licensing.

Residents at Pearce Court who work less than 15 hours a week, or have a registered disability are currently eligible for a concessionary TV Licence at £7.50 per annum. We will ask you to pay this when the licence is due for renewal. A letter is sent to each qualifying resident requesting the £7.50 annual payment which we then pass on to TV Licensing. TV Licences are still free for people over 75 who live at Pearce Court and are eligible for a concessionary licence. You do not need to do anything; we will inform TV Licensing. Those working more than 15 hours a week must deal directly with TV Licensing and pay the full licence fee.

Residents at Croft Court, Anstey Court and Playford Court are not eligible for the concessionary TV and need to arrange their licenses themselves.

Visitors

Please make sure your visitors park considerately and avoid causing any disturbance to your neighbours. If they wish to stay overnight, please book the guest room. It's important to remember that your flat is part of a sheltered housing community, where residents rightly expect a calm and peaceful environment. You are responsible for the behaviour of your guests, and if their actions cause problems, this may affect your tenancy.

The Board

The Association is guided by a voluntary Board made up of independent members, residents and our Chief Executive, ensuring a strong mix of perspectives and genuine representation from across the community. Board members give their time freely because they share a deep commitment to our mission and to the wellbeing of older people in Thame. They set the overall direction of the Association and work closely with staff to make sure our values are reflected in everything we do. Above all, the Board acts as a careful steward of the Association, protecting its legacy and ensuring our homes continue to meet modern standards and current regulations. Their focus is on maintaining high-quality, affordable housing that is safe, well-managed and built to last, so that residents today and future generations, can continue to thrive in our communities. You can contact Board members by emailing the office.



Mark Oliver - Chair



Laurinda Hornblow - Vice Chair



Charlotte Buckingham
Member Responsible for Complaints & Audit Chair



Wendy Tonge
Chair of the Estates Committee



Cllr Adrian Dite
Board Member



Jayne Haines (OBE)
Board Member



Linda Roberson
Resident Board Member



Margaret Smart
Resident Board Member



Respect

Fairness

Caring

Honesty

Accountability