



Resident Handbook

Version 26.1



Contents

Introduction from the Chief Executive	P4
Useful Contact Information	P5
Useful Contact information	P6
Homes in Whiteley village	P7
Part 1 Terms of Occupancy	P7
Letter of Appointment (Licence to Occupy)	P8
Terms of Occupancy	P8
Weekly Maintenance Contribution	P9
Service Charge	P9
Personal Charges	P9
Housing Benefits	P9
Next of Kin, Relatives & Visitors	P10
Absence From Your Home	P10
Businesses	P10
Moving Home	P11
Request for Rehousing within Whiteley Village	P11
Part 2 General Information & Village Policies	P12
Inside your property	P12
Adaptations	P12
Fixtures and Fittings	P12
Oak Dresser & Oak Fire Place	P12
Household Electrical Appliances	P12
Loft Space	P12
Cleaning	P12
Personal Waste	P12
Part 2 General Information & Village Policies	P12
External Areas	P13
Keys	P13
Porches, Balconies, Communal Staircases & Corridors	P14
Porch Cupboards	P14
Storage Units	P14
Cottage Gardens	P14
Garden Plot	P14
Flags, Banners & Bunting at Properties	P14
Washing & Washing Lines	P15
Pathways	P15
Repairs & Maintenance	P15
Emergency Repairs	P16
Urgent Repairs	P17
Routine Repairs	P17
Resident Responsibility	P18
Damp, Mould and Condensation	P20
Insurance	P21
Vehicles and Car Parking	P22
Registering Your Vehicle	P22
Vehicle Ownership	P22
Parking	P22
Buggies/Access Scooters	P23

	Charging	P23
	Insurance	P23
	Rubbish and Recycling	P23
	Rubbish	P23
	Recycling	P23
	Garden Waste	P23
	Pets and Wildlife	P24
	Pets	P24
	Wildlife	P25
	Anti-Social Behaviour (ASB)	P25
	Customer Complaints	P26
Part 3	Our Services	P28
	Housing Team	P28
	The “I’m OK” Service – Cottages	P29
	Property Team	P30
	Estates and Facilities Team	P30
	Caretaking	P31
	Community Team	P31
	Finance Team	P32
	Communication & Engagement	P33
	Resident Engagement Sessions	P34
	Ways to have your say and get involved	P35
	Volunteering	P35
	Founder’s Day	P36
	Community Teas	P36
	The Whiteley Village Representatives Committee (WVRC)	P37
	Resident led activities	P37
	Venue Hire	P39
Part 4	Health & Safety	P40
	Security and CCTV	P40
	Fire Safety	P41
	Water Safety	P41
	Oxygen Therapy Equipment	P42
	Adverse Weather Conditions	P42
	Smoking Policy	P42
Part 5	Community & Facilities	P44
	The Whiteley Community Café	P44
	The Village Shop & Post Office	P45
	Launderette & Second Chance Shop	P45
	Library	P46
	Church	P46
	Swimming Pool	P46
Part 5	Community & Facilities	P46
	Transport within the village	P47
	BBQ Hire	P47
	Bus Service	P47
	Whiteley Wheels	P47
	The Octagon	P47
Part 6	The Whiteley Homes Trust & Whiteley Village	P48
	The Whiteley Homes Trust & Whiteley Village	P48

Introduction from the Chief Executive



Amina Graham
Chief Executive
The Whiteley Homes Trust

Welcome to Whiteley Village

Whether you are new to the village or have been part of our community for many years, I hope you will find this Resident Handbook a helpful and reassuring guide to life here.

Whiteley Village is a truly special place – a unique almshouse village set within a beautiful conservation area, rich in history, character and natural surroundings. It is a place where people come not just to live, but to belong and thrive, making the most of their later years.

What makes Whiteley Village so distinctive is not only its historic buildings, woodlands and shared spaces, but the strength of its community. The village thrives because of the relationships between residents, employees, volunteers and Trustees, all working together with mutual respect and shared purpose.

I am proud of the inclusive culture we have nurtured, where everyone feels valued, safe and supported, and this is at the heart of everything we do.

This handbook sets out the guidelines, responsibilities and practical information that help us care for the village and for one another. These arrangements are not intended to restrict independence, but to ensure fairness, safety and harmony across the community. By playing your part and following the guidance in this handbook, you help to protect the unique environment we all enjoy and to maintain Whiteley Village as a welcoming and supportive place to live.

The Trust and its employees are committed to listening, learning and adapting. As the needs and expectations of our residents evolve, so too must the village. By working together, sharing ideas and respecting our collective responsibilities, we can ensure that Whiteley Village continues to thrive and remains relevant, resilient and fit for the future.

Thank you for being part of our community and for the role you play in making Whiteley Village such a special place.

With best wishes,

Amina Graham
Chief Executive
The Whiteley Homes Trust

Useful Contact Information

This handbook is for all of the residents and beneficiaries that live in our almshouse cottages and Huntley House at Whiteley village that are also referred to as beneficiaries in other documents. Throughout this handbook, these groups are referred to collectively as “residents” for clarity and ease of reference.

This section includes a list of helpful resources to enable you to get to the right team and contact as soon as possible both within and outside the village.

Key Contacts

Text messaging service	07723 402201	Store this number in your contacts
Main switchboard (plus onward options)	01932 842360	info@whiteleyvillage.org.uk
Housing Team	01932 825844	housing@whiteleyvillage.org.uk
Repairs and Maintenance	01932 825825	repairs@whiteleyvillage.org.uk
Caretaking Team	01932 825832	caretaker@whiteleyvillage.org.uk
Whiteley Drivers	01932 825833	driver@whiteleyvillage.org.uk
Village Shop	01932 858550	
Village Post Office	01932 821467	
Event Booking and Venue Hire	01932 842360	events@whiteleyvillage.org.uk
Feedback and Compliments	01932 825805	feedback@whiteleyvillage.org.uk
Complaints	01932 823673	complaints@whiteleyvillage.org.uk

Normal opening hours for the Café are:

Monday to Thursday: 10am – 4pm

Friday & Saturday: 10am – 8pm

Sunday: 10am – 4pm

Normal opening hours for the village Shop & Post Office are:

	Shop	Post Office
Monday	8.30am – 2pm	8.30am – 2.30pm
Tuesday	8.30am – 2pm	8.30am – 2.30pm
Wednesday	8.30am – 2pm	8.30am – 2.30pm
Thursday	8.30am – 2pm	8.30am – 2.30pm
Friday	8.30am – 2pm	8.30am – 3pm
Saturday	9am – 12noon	9am – 12noon
Sunday	Closed	Closed

Please see the Community section on the website to check for the most up to date opening times during Bank Holidays and holiday seasons.

Emergency Contacts

Whiteley village out of hours emergency repairs
Fire, Ambulance, Police **0333 321 6349**
999

NHS Medical (non-emergency) **111 (operates 24/7)**
Police (non-emergencies) **101**

Elmbridge Borough Council & Utilities

Main Council switchboard	01372 474474	www.elmbridge.gov.uk
Affinity Water	0345 357 2407	www.affinitywater.co.uk
UK Power Network (electricity)	0800 029 4285	www.powernetworks.co.uk
National Grid (for gas leaks)	0800 111 999	

Local Facilities and NHS

Hospitals:	St Peter's Hospital A & E Guildford Road Chertsey KT16 OPZ 01932 872000	Ashford Hospital Walk-in Centre London Road Ashford TW15 3AA 01784 884488
Surgeries:	Hersham Surgery Pleasant Place Hersham KT12 4HT 01932 229033	Walton Health Centre Rodney Road Walton KT12 3LB 01932 504410

Nearest Pharmacies:

Hersham Pharmacy Hersham Green Shopping Centre KT12 4HL. Monday to Friday Saturday Sunday	01932 228667 9.00 am - 6.30pm 9.00 am - 5.30pm Closed
--	--

P J Adams 4 The Green, Hersham, Walton-on-Thames KT12 4HW. Monday to Friday Saturday Sunday	01932 221262 9.00 am - 6.30pm Closed Closed
---	--

Local Out of Hours Pharmacies:

Boots

22A High Street,
Cobham KT11 3EB.
Monday to Saturday
Sunday

01932 588772

8.00 am - 9.00pm
10.00 am - 4.00pm

Tesco Pharmacy

Tesco Brooklands
Weybridge, KT13 0XF.
Monday to Saturday
Sunday

01932 611004

9.00 am - 9.00pm
10.00 am - 4.00pm

Part 1

Homes in Whiteley village

Whiteley village has over 250 one-bedroom and two-bedroom almshouse cottages across the village and 51 one-bedroom flats in our extra-care scheme at Huntley House. Our cottages are self-contained with their own kitchen and bathroom and some have a small private garden. The cottages that line the streets of the village were designed by celebrated architects from the earlier part of the last century and are centred around an Octagon.

Huntley House provides high quality accommodation for those who need extra support to live independently. The 51 self-contained, one-bedroom flats have small kitchens and fully adapted bathrooms. Residents are able to participate in a range of daily social activities and to enjoy the use of two communal lounges and an attractive garden area and patio. The scheme has a dedicated support team with a Support Worker on site 24/7 every day of the year.



Letter of Appointment (Licence to Occupy)

Terms of Occupancy

Your Letter of Appointment, as supplemented by this handbook, sets out the basis of the agreement whereby you occupy your almshouse.

Please read this handbook and your Letter of Appointment very carefully and do not hesitate to contact the Trust if you're unclear on any points or have any questions to ask.

Your Letter of Appointment, of which you have a copy, is personal to you and explains that you occupy your almshouse as a beneficiary of the charity. You are not a tenant of the charity and you do not have a tenancy agreement. No other person is allowed to live at your property unless they have formally applied to the charity and been granted beneficiary status in their own right and you have been jointly allocated the same dwelling.

The Trust operates a zero-tolerance approach towards any physical or verbal abuse, including homophobic, sexual, or racial slurs aimed at employees, volunteers, residents or members of the Trust. Any instances of unacceptable behaviour will be taken seriously and could result in setting aside a licence.

The Trust will not end a licence (set aside the Letter of Appointment) and ask a resident to leave their almshouse unless there are exceptional circumstances. These may include, but are not limited to the following:

- **A resident is no longer able to look after themselves safely or is not able to live independently**
- **The resident consistently fails to pay weekly maintenance contributions (WMC)**
- **The behaviour of the resident or a visitor is deemed to be unreasonable and anti-social, either in respect of other residents, employees of the Trust, volunteers, Trustees or contractors employed by the Trust**
- **The resident fails to comply with the rules and regulations made by the charity (including, but not limited to, those set out in the Letter of Appointment and this handbook)**
- **The resident's circumstances change significantly to the extent that they are no longer qualified to live in the almshouse as a beneficiary, or did not have the required qualification when first appointed as a beneficiary**
- **The resident provided untrue or misleading answers or information in their application to be appointed a beneficiary of the charity**

The Trust will only set aside an appointment and end a resident's licence as a last resort after every reasonable effort has been made to resolve the issues.

Part 1

Weekly Maintenance Contribution

The Weekly Maintenance Contribution (WMC) is the payment which residents make for occupying the almshouses. Payment is collected by monthly direct debit.



Service Charge

The Service Charge (SC) is the amount residents are charged towards the provision and operating costs of the communal equipment and other communal services provided. Payment is collected by monthly direct debit on the first of each month.

This includes but is not limited to:

- Upkeep of communal areas
- Grounds maintenance
- Buildings insurance
- Health & safety and security in communal areas
- Part of the costs of looking after the woodlands
- Telecare service
- Building safety compliance checks
- Day to day operational costs

At least one month's notice of any changes in the WMC and/or SC will be given to residents. A summary of the annual Service Charge is provided to residents along with the notification of the WMC each year.

Personal Charges

In Huntley House, Personal Charges are for utilities, such as water, gas and electricity. These charges are not eligible for Housing Benefit.

Residents living in the Cottages incur Personal Charges as a contribution to the cost of providing water and sewerage services.

All charges are reviewed annually and residents will receive at least one month's notice of any changes.

Housing Benefits

Residents on a low income, receiving state retirement pension, Pension Credit or Universal Credit, or with little or no savings, are likely to be eligible for Housing Benefit or the Housing Element of Universal Credit to pay towards their WMC and SC. Residents should apply direct to Elmbridge Borough Council for HB or the Department for Work & Pensions (DWP) for Universal Credit.

Part 1

The Trust can provide general advice and assistance to residents regarding their HB application, but it is the resident's responsibility to make their own application and to provide accurate and up-to-date information about their circumstances.

Next of Kin, Relatives & Visitors

The Trust warmly welcomes family members and friends to visit residents on the understanding they uphold the inclusive and community spirit of the village. With their help and co-operation, and support from Social Services, if necessary, we hope residents will be able to live independently for as long as they wish to or are able to.

If friends or family do not reside in the local area, we strongly recommend that residents provide contact details to the Trust for a first responder who lives locally and can be contacted in the event of an emergency.

No other person is allowed to move in and live at the property unless they have formally applied to the Trust and been granted joint beneficiary status to live there.

Visitors are welcome to stay overnight in a cottage but if their stay is for more than three nights, prior permission must be granted from the Trust beforehand.

Relatives under the age of 16 are allowed to stay with a resident for up to three weeks, subject to prior written permission from the Trust, but must be supervised and not create excessive noise or disturbance in the village.

Absence From Your Home

Huntley House

If you live in Huntley House, please let the Housing and Support Team know if you will be away for one night or longer.

For all other residents, it would be helpful to know if you intend to be away for a few days or longer. Under the terms of the licence, residents must live in their almshouse as their permanent home and not be absent from it for more than 28 days consecutively in any year without prior permission of the Trust.

In exceptional circumstances, and subject to prior permission having been obtained by a resident, the Trust may be able to apply some flexibility on this important requirement. However, should a resident have an extended period away from their home during the year it may be concluded by the Trust they have less need for almshouse accommodation than others and they may place their licence at risk.

Businesses

With the prior written permission of the Trust, residents may be allowed to work from their almshouse. If the income from the business is above the income threshold allowed, residents must notify the Trust and the Housing Benefit department at Elmbridge Borough Council.

Residents working at their home must guarantee that this will not be disruptive for other residents and that it will not involve delivery or storage of items and/or visitors to buildings. Depending on the nature of the business, there may be other statutory requirements with which a resident must comply, such as insurance.

Part 1

Moving Home

If a resident decides to give up their almshouse and leave the village, they must **provide one calendar month's notice in writing to the Trust**. During this notice period the resident will remain liable for payment of WMC and SC payments and other outgoings (such as Council Tax and utility bills), even if they have already moved out.

The resident (or their next of kin in the event of death) is responsible for clearing the property of all items, including personal possessions, and for paying the WMC and utility bills up until the end of the licence. On departure, gardens should be left tidy with any garden pots, ornaments and furniture removed.

Keys to the property will only be accepted back by the Trust once the property has been completely cleared and fully checked by a an employee.

Any damage in the property, not caused through fair wear and tear, must be rectified by the resident. In the event of any possessions, goods or chattels are, without the written agreement of the charity, left in the almshouse after the licence has ended, these will be treated as having been abandoned and will be disposed of.

The Trust reserves the right to recharge a resident for the cost of undertaking any non-fair, wear and tear repair or clearance work that needs to be carried out in default of them doing so.

When moving home, including within the village, it is the resident's responsibility to move their own furniture and possessions at their own expense. The Trust does not provide this service.

Request for Rehousing within Whiteley Village

If a resident wishes to be considered for a possible move from their current almshouse to another in the village, they should contact the Trust to discuss the matter and also complete a written application. This should set out their specific housing-related reason(s) for why they wish to move. For example, no longer being able to manage stairs at their current home. If the Trust accepts that there is a good reason for needing a move, the prospects and timescale for the resident being offered a move would depend upon the availability of suitable properties and the level of competing demand from other applicants.

There may be circumstances, for example during extensive refurbishment or other unforeseen events, when the Trust may require a resident to vacate their property and move, either temporarily or permanently, to another dwelling. If this were to happen, we would clearly explain the reasons for this move and also consider the resident's views and suggestions about the move proposed.

Part 2

INSIDE YOUR PROPERTY

Adaptations

Residents may not carry out any adaptations or alterations to their property without the prior written approval of the Trust. If a resident requires changes to be made in their home to assist their physical mobility, a formal request from an Occupational Therapist should be submitted to the Trust for consideration.

Fixtures and Fittings

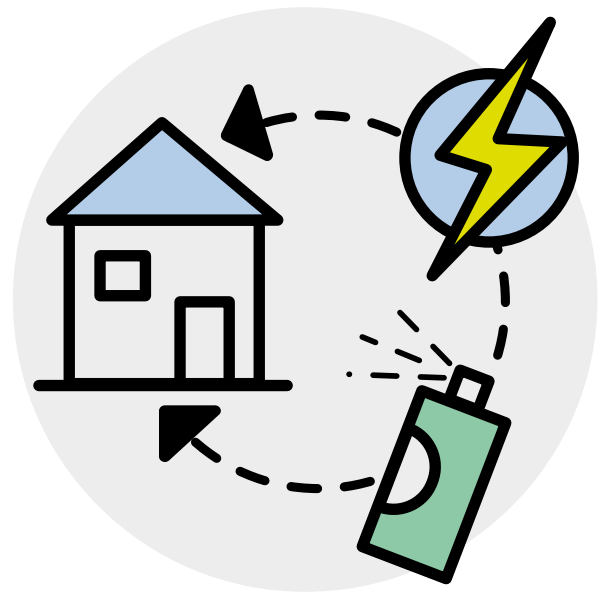
You do not need to ask our permission to hang pictures or put up shelves. Please do not remove any of the fixtures or fittings provided in your home by the Trust.

Oak Dresser & Oak Fire Place

Some almshouses are fitted with an Oak Dresser or Oak mantelpiece, which is a listed feature in the property. Please do not adapt, move, remove, paint or damage these items in any way.

Household Electrical Appliances

You are responsible for the safety and upkeep of any equipment or appliances that you obtain or buy yourself. The Trust is responsible for ensuring the safety and testing of all appliances that belong to the Trust and we will carry out electrical testing every five years.



Loft Space

Access to this area is not permitted and may not be used as storage space.

Cleaning

It is your responsibility to keep your home clean and tidy. If you need help with this, please contact the Housing Team for advice.

Personal Waste

Wet wipes (even those marked as flushable), pads, food, cooking oil, fat and other objects must not be flushed down the toilet as they block the historic drains and can cause flooding. Please dispose of these items with other household rubbish.

Part 2

EXTERNAL AREAS

Keys

We recommend that residents have key safes installed in case of lock outs and for emergency services to access to your home. You can share the keysafe code with Surrey Fire and Rescue and the Trust. Please also pass on to the Trust the contact details of a next of kin or trusted individual that has access.

All keys are part of a master key system, which can open your front door, but it will only be used in exceptional circumstances.

The Trust will only enter your home in an emergency, for example, in the event of fire or flooding, or if we have serious concerns about your wellbeing and cannot reach you.

The Trust will not allow access into your home to any relatives or callers in your absence. For your own personal security, please be careful who you give a spare key to.

You must not change your lock or add locks or bolts, as doing so may delay helpers in the event of an emergency. Your privacy will be respected.

You can order spare keys via the Property Team, and the cost of spare/replacement keys will be charged to you.

Part 2

Porches, Balconies, Communal Staircases & Corridors

All communal areas including staircases, corridors and exits must be kept clear as they are designated fire escape routes. Any items in these areas may be removed and disposed of by the Trust.

Please do not fix anything to the outside of the building for example, brackets for hanging baskets.

Porch Cupboards

Gas canisters, flammable liquids and portable gas heaters must not be used or stored in your property or any outbuildings.

Storage Units

There is a limited number of storage units (pavilions) available in each section for a small charge. Prices are reviewed annually. If you would like to hire one, please contact the Housing Team.

COTTAGE GARDENS

Garden Plot

Some cottages have their own small garden plot and it is the responsibility of the resident to maintain it. Your property, including the outside space is in a Conservation Area. This means you are not permitted to plant trees or climbing plants such as ivy, lay artificial grass or affix trellis.

Please contact the Estates Team for prior written consent before making any landscaping alterations outside your property including patios or areas of hard standing. Failing to do so would mean removal of any materials by the Trust which may incur costs for the resident.

Gardens are regularly inspected by the Trust and residents may be asked to take remedial action at their own expense.

Outside taps, even when located on a cottage, are all communal and can be used by any resident. Please do not leave hosepipes attached to taps when not in use.

Flags, Banners & Bunting at Properties

Residents are not permitted to put up flags, banners or bunting in their windows, on or outside their property, or in communal spaces without receiving prior written permission of the Trust to do so. Normally, such permission will only be given for a very limited period during a major sporting or nationally important event and then only until five working days after the event has finished. In all cases, the Trust reserves the right to remove flags, banners or bunting without prior notice.

Part 2

Washing & Washing Lines

Where linear or rotary lines are provided by the Trust, these are communal and for the use of all residents in that Section. Anyone wishing to purchase and install their own rotary washing line must seek prior permission from the Estates Team.

Pathways

Communal pathways need to be kept clear at all times. No vehicles other than powered scooters or wheelchairs may be driven on pathways. The Right of Way is always in favour of pedestrians.



Repairs & Maintenance

The Trust understands that having a high quality and efficient responsive repairs service is important.

Repairs should be reported to our Property Team:

- By email to repairs@whiteleyvillage.org.uk
- By phone 01932 825825
(Monday to Friday 9am to 5pm excluding bank holidays)
- In person
- Out of hours emergencies should be reported by phone on 0333 321 6349

We have three different categories of repair:

- Emergency Repairs
- Urgent Repairs
- Routine Repairs

Emergency Repairs

An emergency repair is anything that can cause immediate danger to or risk the health and safety of people or could cause significant damage to a property or its fixtures and fittings.

We will attend an emergency repair within 24 hours of it being reported. We will try and fix the issue straight away but may need to make the property safe on the first visit and return to complete the repair during normal working hours.

Examples of emergency repairs include:

- **Uncontrollable water leaks**
- **Complete loss of power (excluding power cuts that are the responsibility of the power company to rectify)**
- **Complete loss of water (excluding mains leaks occurring outside Whiteley village that are the responsibility of the water company to rectify)**
- **Broken, blocked or unusable toilet (if it is the only toilet in your home)**
- **Complete loss of heating (October to April only)**
- **Major structural damage**
- **Offensive graffiti**
- **Making safe insecure external doors and ground floor or easy access windows – including broken locks or broken glass in windows**
- **Unsafe electrics including exposed wires (excluding appliances owned by the resident)**
- **Gas leaks or carbon monoxide detector activation – these must first be reported to National Grid Gas Emergency on 0800 111 999**

If we are unable to repair your heating, we will provide temporary heaters if there is no alternative source of heating.

Part 2

Urgent Repairs

We aim to complete urgent repairs within **5 working days** of them being reported.

Examples of urgent repairs include:

- Slow containable leaks
- Partial loss of heating (where one or more rooms have working heating)
- Faulty showers where there are no other bathing facilities
- Repairs to communal laundry appliances
- Insecure windows above ground floor

Routine Repairs

Routine repairs are non-urgent repairs. We aim to complete all routine repairs within **20 working days** of them being reported.

Examples of routine repairs include:

- Repairs to internal joinery for example kitchen units, internal doors, banisters, skirting boards or window frames
- Repairs to tiling and plasterwork
- Decorating after a leak or damp and mould treatment – we will only paint the area that has been affected and cannot guarantee to match the existing colour like for like
- Re-sealing around sinks, basins, baths or showers
- Dripping taps or showers
- Unblocking slow draining waste to shower or basins (when the resident has already attempted to unblock it)
- Repairing ovens or hobs that we have provided (unless there are no alternative cooking facilities in which case this would be an urgent repair)

Examples of routine repairs include (ctd):

- Repairing extractor fans
- Repairing or replacing faulty electrical sockets or switches
- Replacing fluorescent lightbulbs in the kitchen
- Pest control treatment and carrying out proofing works to prevent further infestations
- Blocked gutters
- Damaged fencing
- Loose or uneven paths or paving

Resident Responsibility

Residents are responsible for some repairs and maintenance in their home.

Repairs that are resident responsibility include:

- Decorating walls and ceilings including filling small holes and cracks
- Replacing or repairing any items that have been gifted to you by the Trust
- Replacing or repairing any of your own appliances (including if your electrical appliances are tripping the electrics)
- Resetting trip switches
- Installing additional fixtures and fittings, for example shelves, coat hooks or curtain rails
- Replacing or repairing your own fixtures and fittings (for example shelves that you have put up)
- Replacing floor covering you have provided or that was gifted to you when you moved into the property
- Adjusting internal doors if you have new flooring fitted
- Replacing light bulbs (excluding fluorescent tubes)

Repairs that are resident responsibility include (ctd):

- **Unblocking slow running drains if they have been caused by misuse (putting fat down the kitchen sink or flushing wipes for example)**
- **Repairing leaks from your washing machine or dishwasher**
- **Keeping extractor fans clean so they work properly**
- **Replacing toilet seats**
- **Replacing plugs and chains on sinks, basins and baths**
- **Maintaining and cleaning shower heads and hoses**
- **Taking reasonable steps to prevent pipes and tanks freezing in cold weather**
- **Setting timers and thermostats for heating systems**
- **Gaining access and replacing keys and locks if you lose your keys or get locked out (excluding Huntley House where the Support Workers can gain access in an emergency)**
- **Replacing broken glass in windows and doors (unless you have a crime reference number)**
- **Rectifying any damage caused by deliberate, negligent or careless acts caused by residents or their invited visitors**

We understand that some of our residents are vulnerable and may not be able to carry out or arrange these repairs themselves. In these situations, residents should contact the Property Team for help or advice.

Damp, Mould and Condensation

Condensation, damp and mould in a property can have an impact on residents' health. Please report any concerns to the Property Team on 01932 842360 option 3 or email: repairs@whiteleyvillage.org.uk. We will carry out an inspection and look for potential causes and agree what actions are needed to remedy the problem. Some actions will be for the Trust to take, and some will be for residents to implement.

Condensation is caused if there is too much moisture in the air, poor ventilation or your home is cold. Over time, condensation can lead to mould growth. It appears as pinpoint black spots, usually on the side surface of external walls, in corners and in poorly ventilated spaces, such as behind cupboards and wardrobes.

You can help reduce condensation by producing less moisture:

- **When you're cooking, put your pan lids on as this reduces the amount of steam. Once the water has boiled turn the heat down**
- **If you're boiling water to cook vegetables, pasta, rice or potatoes on the hob use the smallest amount of water you can**
- **When filling the bath, start with cold water then add the hot. This also helps save your hot water bill**
- **Close the kitchen and bathroom door when you're using them as this helps steam escaping to other parts of your home**
- **When cooking or bathing, open your kitchen and bathroom window and use your extractor fan to release the moisture and steam**
- **Let us know immediately if your extractor fan is not working**
- **If you use a tumble dryer, please make sure it is the condensing type. If not, make sure the ventilation tube goes outside**
- **Don't dry your wet clothes on radiators as this adds extra moisture to the air. Whenever possible dry your clothes outside. If you do have to dry them inside, put them on an airer in a room with the door closed and open the window or put the extractor fan on**
- **Trickle vents on your windows should always be kept open even in winter. If your windows don't have these try keeping your windows open very slightly**

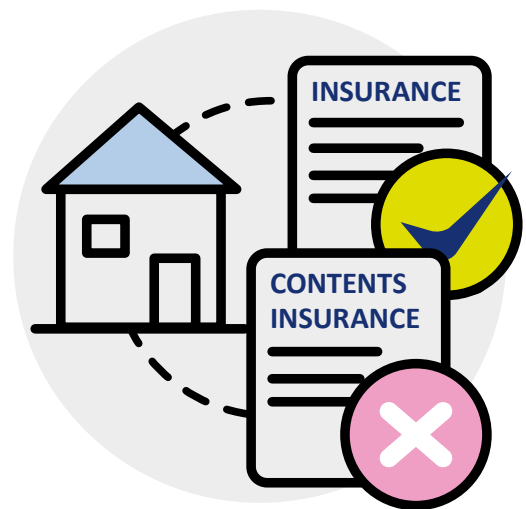
Part 2

- **Don't put your furniture right up against external walls to allow good air flow**
- **Don't overfill wardrobes and cupboards as this will stop air from circulating**
- **Open the door regularly to let air flow too**
- **Have your heating on low and constant, rather than just turning it up high when you need it. This also helps save energy too**

Awaab's Law sets out clear timelines for the Trust to deal with damp, mould and other health hazards in your home. More information on how we meet these timelines is on our website.

Insurance

The Trust has insurance to cover the building. However this does not cover residents' personal possessions and would not cover the cost of replacing your furniture, clothes or any other belongings if you are burgled or if there is a fire or flood in your home. We recommend that you take out contents insurance to cover your possessions.



Part 2

VEHICLES AND CAR PARKING

Registering Your Vehicle

All vehicles must be roadworthy, have a valid MOT, road tax and insurance. Please register your vehicle with the Trust when you move into the village and update us if you change the vehicle.

Vehicle Ownership

There is limited parking in the village and many residents rely on frequent visits from family or carers, which can place extra pressure on parking bays. In recent years the Trust has operated a 'one vehicle, per household rule', prohibiting anyone from keeping a second vehicle in the village overnight. It's recognised, however, that some people may wish to have more than one vehicle.

Therefore, the Trust is proposing to permit residents to keep more than one vehicle in the village overnight subject to them obtaining prior written approval from the Trust to do so, providing full details of the vehicle(s) in question and ensuring that the additional vehicle(s) is only parked in a specific area in the village as designated by the Trust for this purpose. If you would like to keep more than one vehicle in the village, please contact the Housing Team to discuss your request. In the interests of fairness to all, we ask that residents respect and comply with parking rules in the village as detailed in the following section.

Parking

We ask everyone living in and visiting Whiteley village to show the fullest consideration to others when driving or parking their vehicle and to comply with the speed limits at all times. There is limited availability of parking spaces in the village. No parking bays are allocated to individual residents and are therefore available to all on a 'first come' basis. However, informal parking arrangements may be in place and will be communicated by the Section Rep where applicable.

Parking is not allowed on Circle Road, on the pathways, patios, lawns, grass verges or gardens. Residents are permitted to keep more than one vehicle overnight in the village, subject to obtaining prior written permission from the Trust to do so and agreeing to keep any additional vehicle in one of the designated overflow parking areas. All vehicles must be road legal and in a roadworthy condition. The Trust reserves the right to withdraw permission to keep a vehicle in the village if the resident fails to comply with these requirements.

**Please remember
the speed limit
in the village is**



Thank you!

Part 2

BUGGIES/ACCESS SCOOTERS

Charging

The safety and charging of buggies and scooters are the responsibility of the owner. Residents in cottages will need to charge from their own personal electricity supply. Please do not cause any obstruction or create trip hazards whilst charging.

Huntley House residents have access to buggy shelters at the front of the building for charging and storing their buggy or scooter.

Insurance

We recommend that residents who own or use a buggy have their own appropriate insurance to cover any liabilities or damage.

RUBBISH AND RECYCLING

Rubbish

Each household has its own wheelie bin which is usually stored at the back of the property. All waste that goes into these bins must be sealed in a bag. Compostable kitchen waste caddies are provided by the Council to be stored in your property, and a communal bin for this waste is in your section. Plastic bags can be used to line your waste caddy.

Rubbish bins for Huntley House are in the refuse store at the rear of the building.

Recycling

Communal recycling bins are in each section and at other points around the village. Please visit the Elmbridge Borough Council website to check what can or cannot be recycled.

Recycling bins for Huntley House are in the refuse store at the rear of the building.

Garden Waste

Residents may subscribe to a Green Waste bin from the Council which are emptied fortnightly. Garden waste must not be disposed of in the woodland areas.

Disposal of large items of furniture or household appliances

It is the responsibility of each resident to dispose of any large items or household appliances. Elmbridge Borough Council offer a bulky waste collection service for a small charge. Please visit their website for further information.

Alternatively, residents should take their items to the nearest recycling centre or arrange for a private company to take the item away. Residents must not place unwanted large items outside their home unless collection on specific date has been arranged.

PETS AND WILDLIFE

Pets

Pets are permitted with the prior consent of the Trust. Residents are personally responsible for the care, welfare and behaviour of their pet/s at all times. The Trust can revoke permission for pet ownership at any time if appropriate.

If you own a pet, please adhere to the following points:

- All pets must be registered with a local vet
- The pet will not be the subject of any breeding or business activity
- The owner must comply with the five basic welfare needs of the Animal Welfare Act 2006
- The pet does not create any exceptional noise
- Dogs must always wear a collar and name and contact tag
- Dogs are to be kept on a lead when being walked within the built-up areas of the village and always kept under control
- In accordance with UK law, all dogs over eight weeks old must be micro-chipped with details registered, and kept updated, on the Government approved database
- They must be house trained and not be permitted to foul communal areas. If an incident of fouling occurs, owners must clean up immediately and dispose of the poo bag in their own bin
- All owners are asked to consider neutering for their pet, further advice on this can be obtained from a vet. Financial assistance from various charities such as the PDSA, may be available
- The owner has returned a Pet Care Request form to the Housing Team
- If a Trust employee or contractor needs to visit your home, please ensure your pet is safely contained in another room
- Please provide the Trust with contact details of a nominated individual who can look after your pet in the event that you are called away unexpectedly to hospital or for any other emergency

Part 2

Wildlife

The feeding of birds, foxes and other wildlife is discouraged by the Trust as it encourages vermin and/or may cause a nuisance to neighbouring properties. The extensive woodlands provide a range of habitats for natural survival so there is no need to supply additional food to wildlife.

The Trust may intervene and require someone not to put out food for wildlife, or to remove a bird table, if problems arise.

Anti-Social Behaviour (ASB)

The Trust takes a zero-tolerance approach to dealing with ASB and will take action to investigate and address problems reported to us. Residents are also responsible for the behaviour of their visitors and family members. Where appropriate, the Trust may consider taking formal action against someone's licence if they, or their visitors, have caused ASB and we will also work closely with the police to support any criminal action.

Based on the evidence available and the seriousness of the ASB, our actions may include verbal or written warnings, mediation or requiring the individual to sign and comply with an Acceptable Behaviour Contract (ABC). In more serious cases, or where the conditions in the ABC are not complied with, we may take legal action and set aside the licence to occupy.

ASB is defined as:

- **Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person**
- **Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises**
- **Conduct capable of causing housing-related nuisance or annoyance to any person**

ASB includes but is not limited to:

- **Noise nuisance at high levels or unreasonable hours**
- **Verbal abuse, physical abuse or threatening behaviour**
- **Acts of violence against people or property**
- **Hate crime incidents motivated by someone's age, disability, religion, sexual orientation, gender, gender identity, marital status, ethnicity or race**
- **Drug and alcohol related incidents**

Part 2

If you are concerned about the behaviour of others and the impact it is having on your personal wellbeing, please do contact the Housing Team who may be able to offer advice and support. You should contact the police on 999 if you ever feel in immediate danger from someone's behaviour.

- **Intimidation and harassment**
- **Vandalism, graffiti and damage to communal areas**
- **Fly-tipping or abandoned vehicles**
- **Serious nuisance caused by pets**
- **Criminal activity**

Behaviour not considered to be ASB under this policy includes but is not limited to:

- **Normal day-to-day living, such as doors closing, toilets flushing, cooking smells, reasonable DIY, children playing or babies crying**
- **Clashes of lifestyle or cultural differences**
- **Personal differences or unfriendly looks or stares**
- **One-off events, such as holding a party**
- **Pets causing a minor nuisance**
- **Parking issues**

Customer Complaints

The Trust defines a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Trust, its employees, or those acting on its behalf, affecting a resident or group of residents.

You can report a customer complaint in any of the following ways:

- **Email: complaints@whiteleyvillage.org.uk**
- **Telephone: 01932 823673**
- **Speak to a team member about your complaint**

We value feedback from residents and will fully investigate any customer complaint about the standard of service we have provided. Contact with the Trust from residents asking for a service for the first time will not normally be treated as a complaint, but a service request.

Part 2

If you have a customer complaint to raise, please contact the Trust or refer to our Customer Complaints Policy which can be found on the website.

All residents have the right to appeal decisions made by the The Whiteley Homes Trust with the Housing Ombudsman as follows

www.housing-ombudsman.org.uk/residents/make-a-complaint/

Email: info@housing-ombudsman.org.uk

Phone: **0300 111 3000**

Write to: Housing Ombudsman Service,
PO Box 1484, Unit D, Preston PR2 0ET



The infographic is a blue rounded rectangle with a yellow header and footer. The header contains the Whiteley Homes Trust logo (a white 'W' in a blue hexagon) and the title 'Complaints Procedure' in yellow. The main body is blue with white text and icons. It includes an envelope icon with an '@' symbol, a magnifying glass icon, and icons for an envelope, a telephone, and a group of people. The footer is a yellow rounded rectangle with dark blue text.

 **Complaints Procedure**

When you raise a complaint with us, what happens next?

 When you contact us about a complaint, we'll acknowledge this within **5** working days.

We will then investigate the issue and aim to respond in **10** working days for Stage 1 and **20** working days for Stage 2. If we need longer to resolve your complaint, we'll write to you and tell you the reasons why 

What if I'm not happy with the outcome?

If the two stage process doesn't help us reach a conclusion, you can contact the Housing Ombudsman independently. They can be reached via their website: www.housing-ombudsman.org.uk

You can contact us via the following:

@ Email: complaints@whiteleyvillage.org.uk ☎ 01932 823 673

✉ By letter  In person or through a friend or neighbour

If you need us to work with you in a different way please tell us. This might be for things like large print, translation or home visits to discuss your complaint.

| Housing Team

Our Housing Team works alongside residents to assist with any housing-related matters and to ensure that people have access to the right services to live independently. We work in partnership with external agencies such as Adult Social Care, healthcare providers, local charities and other services to assist residents.

The work of our team includes:

- **Being first point of contact for licence & housing enquiries**
- **Providing support and assistance with welfare benefit application**
- **Undertaking 'settling-in' visits for new residents**
- **Overseeing the 'I'm OK' support service**
- **Carrying out wellbeing checks to support residents to live independently**
- **Providing links and helping with access to external agencies and services**
- **Investigating reports of anti-social behaviour**
- **Managing applications for new residents and transfers within the village**
- **Monitoring payment accounts**

Our Housing Team is available Monday to Friday, 9am to 5pm

Email housing@whiteleyvillage.org.uk

Telephone **01932 825844**

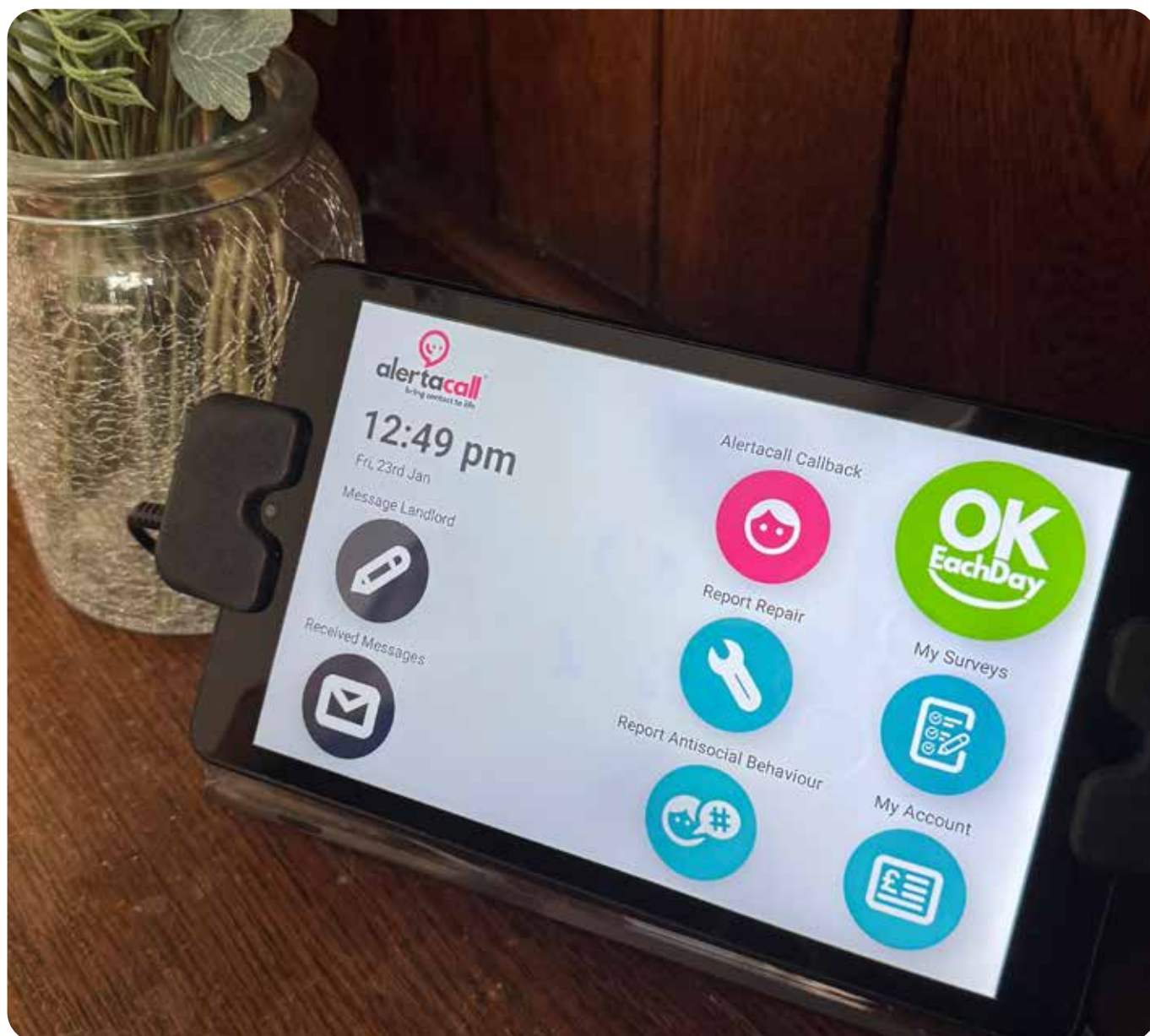
The “I’m OK” Service – Cottages

The I’m OK community alarm service provides reassurance to residents, especially to those living on their own, and is included within the service charge for all cottages.

The I’m OK communication device allows residents to automatically receive wake-up calls and daily welfare checks. Appointment and medication reminders are also part of this system. The Trust can also use this system to communicate important information at short notice via a message displayed on their device.

It is simple to use the I’m OK device: just press the OK button before an agreed time each day to let the monitoring team know you are OK. If they do not receive this call, they will ring your number and, if there is no reply, will alert the Housing Team or your nominated contact to check on your wellbeing.

If you are going to be away from your home overnight, please inform the “I’m OK” service.



Part 3

Property Team

The Property team plays an important role in keeping resident homes safe, comfortable and well cared for. They respond to repair requests in homes and shared areas, manage urgent and emergency issues, and carry out planned maintenance to prevent future problems.

- **Receiving, logging and carrying out routine, urgent and emergency repairs within our operating hours**
- **Working closely with residents and other teams to ensure homes and community spaces remain safe, functional, and welcoming for everyone**

Our Property Team is available Monday to Friday 9am – 5pm

Email: repairs@whiteleyvillage.org.uk

Telephone **01932 842360** option 3

Estates and Facilities Team

The Estates Team maintain the woodlands, other outdoor areas and shared spaces throughout the village. Their work is often responsive to the seasons and changes in climate and wildlife.

They are responsible for maintaining gardens, pathways, green spaces, and communal areas to ensure they are safe, clean, and well presented. By caring for the village environment, the team helps create a pleasant, welcoming place for residents and visitors alike.

The work of our team includes:

- **Ensuring the woodlands are managed safely and that they remain as biodiverse as possible**
- **Keeping roads, pathways and signage maintained**
- **Co-ordinating with the utility companies and other suppliers and minimising the impact on residents as much as possible**
- **Communicating when and where works will take place, making sure any work areas are properly restricted and present no hazards or danger to residents or visitors**
- **Responsibility for the upkeep of the community and communal buildings**

The team also manage the **Caretaking Service**.

Our Estates Team is available Monday to Friday 9am – 5pm

Email: repairs@whiteleyvillage.org.uk

Telephone **01932 842360** option 6

Part 3

Caretaking

The caretakers are responsible for the security of the village and are here to ensure residents feel safe in their homes and are on duty seven days a week (except Bank Holidays) from 11am – 10pm. They also support the Community Team with the management of events in the village.

In the top section: Our Caretaking Team is available seven days a week (excluding some Bank Holidays) 11am – 10pm
Email: caretaker@whiteleyvillage.org.uk

Telephone **01932 825832**

Community Team

The Trust's Community Services Team works alongside residents to ensure the village is a thriving, inclusive and welcoming place where everyone feels valued with opportunities to participate in community events and programmes. As well as enjoying village life and the various activities and spaces on offer, there are opportunities for residents to get involved in helping the Trust shape the future vision of Whiteley village.

The work of our team includes:

- **Prioritising engagement, participation and inclusion for all residents in the village**
- **Ensuring voices and opinions are heard through surveys, feedback polls and the Resident Voice Panel**
- **Co-ordinating and managing Community Teas, Founder's Day and other seasonal events for residents**
- **Overseeing the running of the community services and facilities including volunteering, resident transport, the swimming pool, village shop, venue hire and the café**

Our Community Team is available Monday to Friday 9am – 5pm

Email: info@whiteleyvillage.org.uk

Telephone **01932 842360** option 4

Finance Team

The Finance Team is responsible for managing the financial operations for The Whiteley Homes Trust. By overseeing financial planning and reporting, the Finance Team helps ensure the village remains financially sustainable and able to continue providing safe, affordable housing for residents.

The work of our team includes:

- **Setting up and processing direct debits for collection of monthly fees and charges**
- **Debt collection / management of arrears / sending district heating invoices and statements**
- **Resolving Finance related queries**

In addition to this, they are responsible for the following:

Ensuring the financial viability of the Trust

Compliance - accurately recording day to day transactions of sales and purchases.

Treasury Management – monitoring cash flow.

Preparation of monthly and year end information – supporting financial information for regulatory purposes & for audits

Set-up payments to suppliers twice a month

Our Finance Team is available Monday to Friday 9am – 5pm

Email: finance@whiteleyvillage.org.uk

Telephone **01932 842360** option 5

Communication & Engagement

Communicating with and listening to residents is a key part of maintaining the peaceful, inclusive, thriving village community that makes Whiteley village a great place to live, work and partner with.

Text Messaging Service

This service enables the Trust to send important information to your mobile phone and includes the following:

- **If something happens in the village and what action we are taking to resolve it, for example if the water goes off or there is a power cut**
- **To confirm a repair is raised and give you the order number and target completion date**
- **To a specific group of residents to let them know about a repair in their area, for example if a Section boiler has broken**
- **Reminders of meetings or resident events in the village**

Whiteley News Bulletin

- **Each month the Trust produce a free news bulletin that is emailed to all residents who have opted in to receive communications from the Trust. If you want to receive this or check whether you are on the list, email: news@whiteleyvillage.org.uk. Paper copies are also produced for those that prefer it with larger print editions on request. Ad hoc email news items are also emailed so please choose this option if you want to receive all the latest village news**

Website

- **The Trust website is www.thewhiteleyhomestrust.org.uk and this is where a lot of support and resource information can be found. The 'Living at Whiteley' section includes service information, support and preventative measures against damp and mould, how to raise a complaint and leave feedback. For any urgent village information and latest news, the website has a scrolling message function at the top of each page**

Social Media

- **You can keep up to date by following The Whiteley Homes Trust on Instagram, Facebook, YouTube and LinkedIn**

Part 3

Resident Engagement Sessions

The Trust holds regular meetings to share topical information with residents and to get their feedback. In addition to these, there may be sessions when required to share updates on projects impacting residents.



Part 3

Ways to have your say and get involved

There are lots of ways that residents can have their say and provide feedback and input.

Annual Tenant Satisfaction Measures (TSM) Survey – The Tenant Satisfaction Measures (TSM) standards are set by the Regulator of Social Housing (RSH) and are designed to measure how the Trust is performing as your landlord across six key areas: overall satisfaction, keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management. All residents can take part and the results are communicated through engagement sessions and are published on the website.

The Resident Voice Panel – works closely with the Trust to help improve the quality of our services. By acting as a critical friend, the panel keeps us on track by reviewing our performance, sharing valuable insights and examining our services in detail. Their work ensures that a resident perspective is heard at the highest levels, as we use their findings and recommendations at Committee and Board meetings.

Resident Readership Panel – this is a small team of residents involved in reviewing and reshaping some of our existing publications and seeking views on future written materials. If you would like to be involved in this, please email: news@whiteleyvillage.org.uk.

From time to time, we will pull together **Resident Working Groups** to work on specific topics such as transport around the village, Founder's Day, fairs, markets and social events.

Volunteering

There are lots of volunteering opportunities with the Trust and it is an ideal way of:

- **Learning a new skill**
- **Making new friends**
- **Enjoying a sense of purpose**
- **Using it as a motivator and for personal development**

If you would like to find out what current volunteering opportunities are available, please email: volunteers@whiteleyvillage.org.uk or call **(01932) 842360** option **4**.

Part 3

Some of the regular events organised by the Trust that residents can participate in are:

Founder's Day

Held each year closest to the anniversary of William Whiteley's birthday on 29th September, this is a celebration for all residents, employees, volunteers and Trustees to enjoy with food, drinks and entertainment.



Community Teas

Taking place twice a year with free tea, coffee and cake, these are held as a way of mixing up the Sections in an informal way, to make new friends in the village, meet the members of the Trust team and have your say about life in the village.



The Whiteley Village Representatives Committee (WVRC)

The **Whiteley village Representatives Committee (WVRC)** is a resident-led organisation that works with a network of Section Representatives to the Chief Executive. They also manage the Welfare Fund with the aim of addressing community needs and supporting the initiatives that enhance the quality of life for residents. Through careful planning and oversight, the Committee ensures that resources are used effectively and in the best interests of the village as a whole.

Section Representatives will welcome all residents new to their section, providing them with their contact information should the need arise. They are there to offer guidance to residents around some of the opportunities available, some of the routine procedures like parking, waste collection and how to access facilities.

Resident led activities

There are lots of active clubs and activities run by residents that take place throughout the year in the village. They include but are not limited to the following. For a full list of resident-led activities and clubs and details of how you can join and take part, please see the Clubs and Amenities booklet that should have been included with your welcome pack upon moving in. If you do not have one or need to replace it, please contact the Housing Team on (01932) 825844 during office hours or emailing: housing@whiteleyvillage.org.uk

Activity Centre

This is signposted off Octagon Road just after Huntley House. It is for the exclusive use of residents and used by the clubs and societies for crafts, meetings and presentations. There is an IT room, gym and woodworking area inside too.

Allotments

The Allotment Association offers affordable well-maintained plots for members to grow fruit, vegetables and flowers and is located near the Activity Centre.

Polytunnel

With waist height trugs available, this is a very low-cost option for residents wishing to grow plants or vegetables who are wheelchair bound or who are unable to kneel or bend easily.

Bowling Green

The Whiteley village Bowls Club play outdoors in the summer and indoors in the winter using the village Hall. Basic training is available to those who may need it along with Membership.

Putting Green

The Putting Club is a friendly group who play on the green from the spring to October. Casual and friendly, there is always tea, coffee and biscuits to help the playing along.

Snooker Room

The full-size snooker table is located next to the lobby in the Community Café with play taking place during the week.

Part 3



Venue Hire

Conservatory

The Conservatory, located in the Clubhouse, is a light and airy space ideal for meetings, networking, classes or small events. Tables and chairs can be arranged to suit a variety of styles and next door is the Whiteley Community Café. Tea and coffee can be provided in the room and you can make use of the large flat screen

The Village Hall

The Village Hall is a traditional hall space that comes with an extensive range of features and benefits making it ideal for a wide variety of events. At one end is the stage with backstage areas for costumes, equipment and toilets. The upper gantry at the opposite end is where the PA and lighting is controlled from.

St Mark's Church

The church, located on North Avenue, was completed in 1918. It is of the traditional cruciform plan with a nave, chancel, altar and pulpit. There is a lobby area at the rear, ideal for informal gatherings and refreshments as part of a service or event. For those wishing to consider St. Mark's for their own service, this beautiful church comfortably seats over 100 people, has dedicated space for wheelchairs, comfortable pews and a high-quality sound system and hearing loop.

To discuss your event, please contact us by emailing: events@whiteleyvillage.org.uk or by calling **(01932) 842360** option 4.

Residents wishing to use the Conservatory or Village Hall for personal events will be able to use the space at no cost, if it is available, although a minimum charge will be payable for refreshments. For groups that are constituted within the village such as the Whiteley village Representatives Committee, Resident Voice Panel and Resident Readership Panel, tea and coffee will be provided free of charge.

| Security and CCTV

The Trust takes the security of the village and our residents seriously. However, as the village is open 24 hours a day to visitors and the general public, please take sensible measures to ensure you and your home stay safe and secure.

For Example:

- **Keep your door closed and locked at all times**
- **If you have one, use the spy hole to identify callers before opening the door**
- **Never allow a stranger into your home, no matter how genuine they appear**
- **Be wary of unknown callers. Let them wait outside while you take the time to verify who they are**

All Trust employees will have photo ID so please ask to see this before allowing them into your home.

Our Caretaking Team carry out patrols and inspections but if you see something that could be a security risk, please report it to Surrey police on 999 (emergencies) or 101 (non-emergencies).

CCTV and ANPR technology are in operation around the village.



Part 4

Fire Safety

All of our properties have mains wired smoke alarms with battery back-up. If your alarm is beeping intermittently, please contact the Property Team who will check and replace the battery or alarm as necessary. Some of our buildings also have fire alarms.

Please familiarise yourself with the evacuation procedure for your own building. It is important that all residents take reasonable precautions to prevent a fire from starting.

Surrey Fire and Rescue Service carry out free 'safe and well checks' for your home. Contact them to arrange a visit and to help you identify potential hazards and risks.

In the event of a fire, please call 999.

Water Safety

Legionella is a type of bacteria found in water that can cause a severe form of pneumonia called Legionnaires' disease. The Trust carries out recommended water management control measures.

If you have been away from home or haven't used your taps or shower for seven days, we recommend you flush your system to minimise the risk of Legionella.



You can do this by:

- **Running all your taps gently for three to four minutes**
- **Lower the shower hose to the base of the shower area and run for three to four minutes**
- **Remember that when flushing taps or showers, turn them on slowly so you don't splash water releasing water droplets in the air**
- **Put the lid down on the toilet and flush it a couple of times prior to using it**

Oxygen Therapy Equipment

Occasionally a resident may need to use oxygen therapy equipment at home for medical reasons. Suppliers of this type of equipment will provide instructions and information on use and storage of that equipment including in relation to fire safety. Please let the Trust know if you are using oxygen at home and notify Surrey Fire and Rescue who can add the information to their database.

Adverse Weather Conditions

In cold weather, ice or snow may mean that the paths and roads are slippery. If the temperature is forecast to drop to zero degrees or below, the Estates Team will grit the main roads in the village.

Gritting in the village will be covered by the Trust seven days a week (excluding Bank Holidays) and includes key pathways in addition to the roads. While we will not be able to grit up to individual front doors, once the roads are completed, we will aim to grit all main and high-use pathways. Gritting bins are located in each section and are available for residents who feel able and safe to use them to treat individual pathways.

Smoking Policy

Smoking is not allowed in any of the internal communal areas within the village/ If you are a smoker, please be considerate of others if you are smoking in the village grounds.

The Trust has a duty of care to its employees and contractors who are entitled to work in a smoke-free environment. Please refrain from smoking for the duration of the visit and open a window to clear the property of any smoke prior to their arrival.



| The Whiteley Community Café

Located in the Clubhouse building on Octagon Road, the Whiteley Community Café is a place for everyone. It's a social space for residents and a meeting place for the wider community that brings us all together.

As well as the range of coffees, traditional and fruit teas, light meals, cakes, pastries and treats, you'll also find a good selection of beers, lager, wines and cocktails. The café offers a variety of indoor and outdoor spaces to sit and relax including the terrace which overlooks the Whiteley woodland. There is also an outdoor children's play area.

The Whiteley Community Café is also ideal for informal business meetings as the rooms benefit from free WI-Fi and plenty of power points.

The café is open Monday – Thursday 10am – 4pm, Friday and Saturday 10am – 8pm and Sunday 10am – 4pm. For more information about upcoming events, special seasonal menus and more, visit the 'Community' section of the website or follow the Whiteley Community Café page on Facebook.



The Village Shop & Post Office

The Village Shop offers a great selection of everyday essentials as well as fresh fruit, vegetables and, dairy along with daily deliveries from the bakery and more. You'll also find frozen meals, snacks, biscuits and a good selection of cold drinks, beers and wine.

The Post Office is located inside the shop and offers a range of services so you can make the most of your visit. Regular opening times for the two services are as follows:

Day	Shop	Post Office
Monday	8.30am - 2pm	8.30am - 2.30pm
Tuesday	8.30am - 2pm	8.30am - 2.30pm
Wednesday	8.30am - 2pm	8.30am - 2.30pm
Thursday	8.30am - 2pm	8.30am - 2.30pm
Friday	8.30am - 2pm	8.30am - 3pm
Saturday	9am - 12noon	9am - 12noon
Sunday	Closed	Closed

Please check the website for any changes during seasonal periods and Bank Holidays.

Launderette & Second Chance Shop

You'll find the Launderette and Second Chance Shop located in the shop foyer area, just to the right of the main entrance. The washing machines and tumble driers require tokens and these can be purchased in the shop.



Part 5

Library

The library is located on the veranda to the left of the main shop entrance and has a variety of books and games to be loaned to residents. The library is open Tuesday and Friday (except Bank Holidays) from 10am – 12 noon.

The shopping complex benefits from a free parking area just opposite the entrance and a ramp with railings for any visitors using mobility scooters or who may have access needs

Church

There are two active Churches on site:

St. Mark's Church, which is open for private prayer in the week and holds a service on Sundays is located on the corner of North Avenue and Octagon Road.

The Community Church is based in Huntley House and holds a Sunday Service. All are welcome.

Swimming Pool

The pool is open for the use of residents at selected times. The very popular pool is warm, welcoming and, whether you wish to swim lengths or merely exercise tired joints and muscles, the environment is ideal. Many of our current members have reported the positive benefits of the pool. Although it is just 4 foot in depth, users must take personal accountability that they can swim and be in the water safely.

Our first responders are ready to provide friendly advice or assistance if it is needed.



Part 5

Transport within the village

Residents who wish to visit the Community Café, St Marks Church, the Activity Centre, the shop, or any other area within the village can make use of the village transport service. This service is available to help everyone move around the community easily and safely, ensuring that all residents can take full advantage of the village's facilities and activities.

For more details and to book, please email: driver@whiteleyvillage.org.uk or call **01932 825833**.

BBQ Hire

A commercially sized gas BBQ is available for hire for large events or small gatherings.

Bus Service

There is a regular bus service with stops outside the village Shop, Huntley House, St. Mark's Church and by Drapers Crecent on Octagon Road. It connects with Hersham and Walton-on-Thames and is run independently. Timetables are displayed at all the stops; fares vary and are not controlled by the Trust so please check with the driver before embarking.

Whiteley Wheels

Whiteley Wheels is run by a resident volunteer for anyone living in the village who needs transport to medical appointments. There are set prices for various hospital and surgery destinations but residents are advised to book in advance. All details and booking information can be found in the Clubs and Amenities booklet and the Octagon Magazine.

The Octagon

The Octagon is a magazine produced by a team of villagers and is on sale in the Village Shop. It contains useful information, villagers' photographs and articles and fun things to keep you occupied like quizzes and crosswords.



The Whiteley Homes Trust & Whiteley village

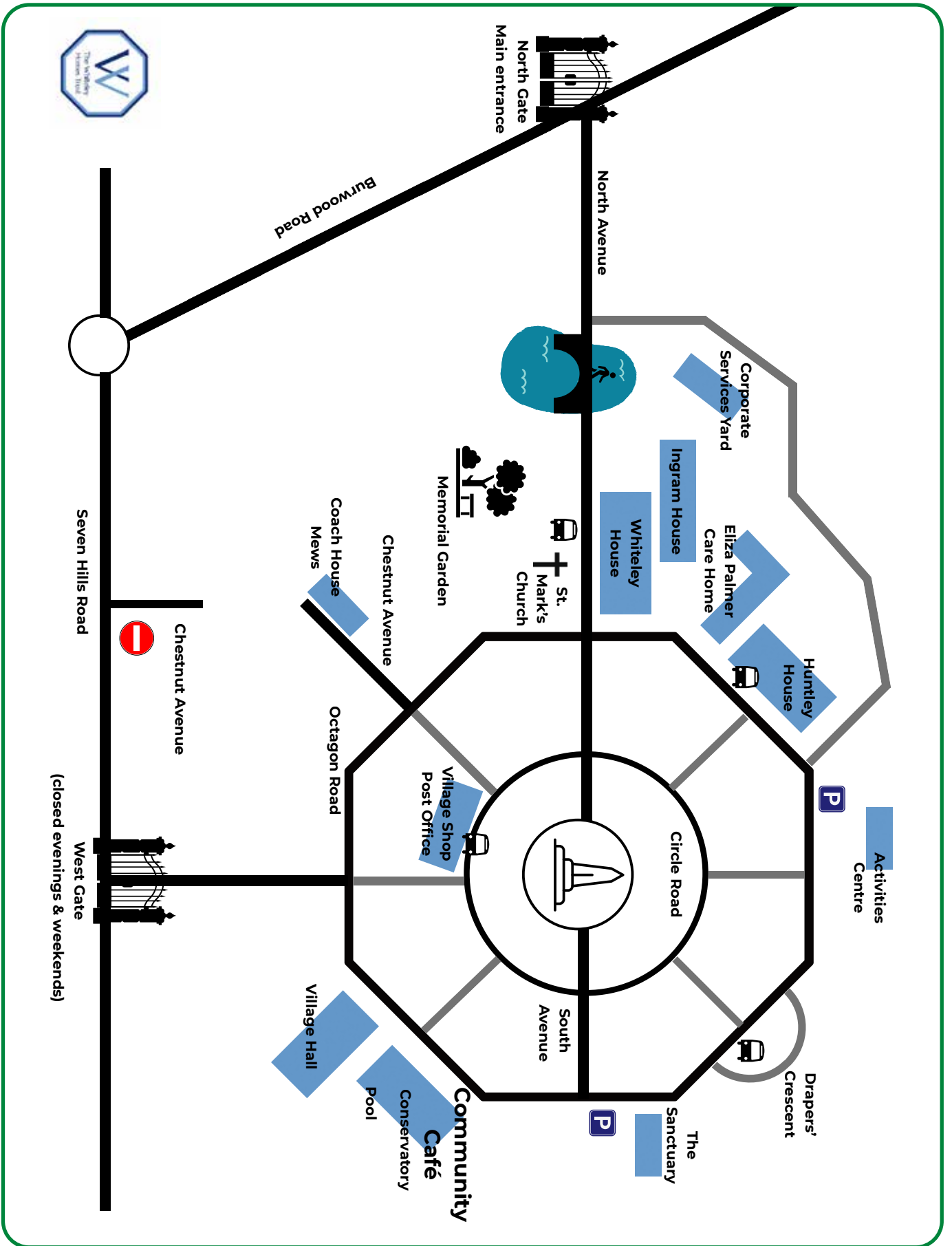
When William Whiteley died in 1907, his will was read and it was discovered that he'd left a £1 million legacy to provide homes for older people of limited financial means, in need of a home. Well over £100 million at today's value, this led to the purchase of land and the building of Whiteley village in Hersham, near Walton on Thames in Surrey.

The first resident was Eliza Palmer, a retired nurse, who moved into her cottage on 10th October 1917. Cottages then consisted of a living room, with an alcove bed recess, scullery with basin, toilet, coal store and a larder. Since then, Whiteley village has survived two World Wars, hosted two royal visits and completed two cottage refurbishment programmes. The original cottages and all 115 street lamps are Grade II Listed.

Today the almshouse village is home to over 400 older people who meet the admissions criteria of our charity, in almshouse cottages and extra-care apartments in Huntley House.

This is version 26.1 and was produced in March 2026. Please note, there may be revisions of this handbook as and when changes dictate. For the most up to date version, please refer to the download on the website page 'About Us – Publications & Policies' as reprints will only be issued after a certain amount of time or when significant changes have occurred.

Part 6





The Whiteley Homes Trust

The Whiteley Homes Trust, a housing charity supporting the health and wellbeing of older people.

For further details about living at Whiteley village please visit:

thewhiteleyhomestrust.org.uk

Contact our team on: **01932 842360** or email **info@whiteleyvillage.org.uk**

Follow us and join the conversation:

