



THE WALKER BARSTOW HOMES TRUST

**1 & 1a Aldreth Grove, 10 & 10a Cameron Grove,
and Bungalows 13,14 & 15 Residents' Handbook**

PBE Properties Ltd
2026

RESIDENTS' HANDBOOK

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Section 1 – Welcome

Introduction

The Walker Barstow Homes charity would like to extend a very warm welcome to you as a new resident. We hope that you will settle in quickly and be very happy here. This handbook sets out useful information about the charity and its general administration and management. It also explains your responsibilities as a resident. Please do not hesitate to speak to the clerk if you need further information on any matters.

Please note that the conditions stated in this handbook form part of your contract with the charity and supplement the guidelines given in your Letter of Appointment which you signed when you accepted your appointment. It may be necessary to amend these guidelines from time to time but any changes will be discussed with residents beforehand when you will be given the opportunity to express any views or concerns.

Cameron Walker Court is your home. You are independent, free to choose your own lifestyle and able to benefit from the quiet enjoyment and dignity that the almshouses provide. I am sure you will appreciate the importance of everyone in the community respecting the wishes of others, allowing them their privacy if that is what they wish and ensuring that rumors and gossip are not allowed to develop.

The trustees have tried to minimize these guidelines which have been designed for the benefit of all residents and to ensure the efficient management of the trust.

Once again, a very warm welcome.

List of Contacts

Chairman: Christopher Birch

Trustees: Stephen Arden, Lynn Kelsey,
John Machin, Jacquie Dean and Linda Lacy

Clerks:
Paul Edwards
PBE Properties Ltd
Phone: 01429 223334
Mobile: **07780 257578**

Email paul@pbeproperties.co.uk
Website: <https://pbeproperties.co.uk>

Emergency out of hours numbers

Kevin Harriman 07935 496366

Section 2 – History, Governance and Management

Historical Note

The Trust was established by a charitable trust deed and the amalgamation of the Walker Almshouses York and Barstow's Hospital in 1974. The Walker Almshouses York commenced in 1912 having been founded in 1909 on Bishopthorpe Road, York with property acquired with a bequest from the Estate of Charles Cameron Walker.

Barstow's Hospital was founded in 1702 by the widow Alice Barstow with buildings in Blossom Street, York. These were sold in 1859 and land promptly acquired in Caroline Street where homes were completed in 1860, becoming a recognized charity in 1921. Barstow's Hospital Homes were demolished in 1967.

The Homes currently consist of 19 residential units situated on the main Cameron Walker site and in the adjacent streets of Aldreth Grove and Cameron Grove.

Constitution

The trust is a registered charity governed by a Charity Commission Scheme registered charity number 222564.

The Objectives of the Trust are to provide accommodation suitable for needy persons formally resident within 10 miles of the center of York.

Management

The trust is governed by a board of voluntary, local trustees. Day-to-day management of its affairs is delegated to the clerks.

Coffee Mornings

These take place on Tuesday mornings from 10am. The coffee mornings are a nice opportunity for residents to get together. The trustees and the clerks regularly attend.

Accommodation

The charity manages unfurnished dwellings which are often designed with the needs of older people in mind. The principle behind everything that the trust does is that the residents should enjoy independence and the freedom to come and go as they please while living in comfortable and secure accommodation. Residents should feel comfortable in the knowledge that support will always be available, whether from the trust itself, or from outside agencies, should the need arise. Above all, the trust respects residents' privacy.

Section 3 – Health and Safety

Any Health & Safety concerns should be addressed to the clerks

Doctor and Dentist

If you do not have a General Practitioner (GP), either speak to the clerk who will be able to give you practice names in the local area, or you could speak to some of the other residents. The name of your GP must be given to the clerk.

You have every right to see your doctor, nurse or other carer in confidence and to keep your medical affairs entirely to yourself if you wish. However, if you have a chronic health problem, you must inform the clerk so that Be Independent are aware of any underlying health conditions when they attend an emergency call from one of the residents. These details will not be shared with anyone except Be Independent and the clerk/trustees.

Be Independent

A helpline connects the residents to a call center which is manned 24 hours a day, 365 days a year. The call center will handle emergency calls for health, police, fire and ambulance.

Health and Safety Contact

Any health and safety concerns should be addressed to the clerks.

Emergency Contact Details

If you become ill or are in difficulties, the clerks, the trustees or Be Independent will make every effort to work together to get in touch with your next of kin, your doctor, the ambulance or social services on your behalf.

It is important that you let the clerks and Be Independent have details (names, addresses, and telephone numbers) of these essential contacts. If the details change from time to time, please remember to inform the clerks who will update Be Independent on these changes.

Legionnaire's Disease

The trust will undertake Legionnaire's risk assessments to ensure that all water systems at the almshouses are safe. If residents are away

from home for a period of time, it is advisable that all taps are run for a few minutes upon their return. Shower heads and taps should also be regularly de-scaled and disinfected.

Fire Precautions

The Walker Barstow Homes Trust complies with the most up to date fire regulations. The fire policies are frequently reviewed, and fire drills take place to ensure that every resident knows what to do and where to go in the event of an emergency.

All the homes have smoke alarms and heat sensors.

All communal areas have fire doors which must remain closed, as well as smoke/heat detectors and emergency lighting.

The clerk will explain to you the fire instructions which apply in the event of a fire.

All fire exit routes must be kept clear of all items. Any items left in fire exit routes will be removed.

Evacuation Policy

When you hear the fire alarm, follow the fire procedure. If it is safe to do so, please evacuate your home by the nearest safe route to the fire assembly point. **This is on the footpath to the front of the main block or as far away from the building as possible.** Shut the door of your home behind you and do not attempt to take any personal belongings with you. Wear warm clothing and leave your flat immediately.

Avoiding the Risk of Fire

Please be conscious of the risk of fire, for example, regularly checking at night, or before you go out, that all appliances have been fully switched off.

Smoking is not permitted in any of the buildings or the grounds, and the burning of candles is prohibited.

Slips, Trips and Falls

The trustees wish to draw attention to the need to exercise care when using the footpaths to the front doors in wet, snowy or icy weather. Whilst every reasonable precaution will be taken to keep it hazard-free, Residents are reminded to use the handrails.

Security of the House and of your Flat

DO

- Make sure that your front door is securely closed.

DO NOT

- Allow a stranger to enter your home without proof of identity. If you are in doubt, please speak to another resident or call a family friend.
- Leave ground floor windows open so that intruders can gain access
- Leave your curtains open with the lights on.

BE AWARE OF bogus officials or doorstep salesmen. Always ask for proof of identity.

The clerk or Police Crime Reduction Officer will be able to advise on making your home more secure.

Never allow any callers claiming to be gas, electricity or water meter readers to enter the dwelling.

You must not fit locks and chains to the door of your flat without the trustees' consent, as these may delay access for emergency services. Chains should only be used when you wish to identify callers before deciding whether to let them in. The trustees may advise on alternative security arrangements.

Your Keys

Your keys should not be given to anyone who is not a resident of The Walker Barstow Homes unless you have been given special permission by the trustees. Permission will only be given in exceptional circumstances. Should family members request a spare key, this is obtainable via the clerk on payment of a £50 deposit.

The clerks hold a master key which can open the front door of your home, but it will only be

used in an emergency or with your permission. Your privacy will be respected. The clerks have strict instructions only to enter your home:

- If you ask them to do so, or
- If you have given permission for work to be done in your absence, or
- In an emergency.

Extra keys via the clerk and the trustees.

Key Safes

Outside the door of your home is a key safe, operated by a code. The safe contains a key to the front door, and is useful if you find yourself locked out, or if you have visiting carers.

The number may not be given to ANYONE without express prior permission of the trustees.

Water Stopcock

Water stopcocks are located under the kitchen sink.

Electricity Meter and Fuse Box

The electricity meter is located on an external wall, as is your gas meter. Fuse box locations will be demonstrated before you move in.

Telephone Line

The emergency and fire systems are linked to the phone lines in all the homes.

Routine Visits and Inspections

Residents will be visited in their new home by trustees or representatives from the charity after they have settled in and thereafter from time to time. The trustees will give a minimum of 24 hours' notice and should be allowed to access all areas of your flat to undertake inspections. This is an opportunity to address any issues or concerns. A mutually convenient time will be arranged beforehand.

Section 4 – Terms of Occupancy

Letter of Appointment

Your Letter of Appointment, of which you retain a copy, explains that you occupy Walker Barstow Homes as a beneficiary of the charity. This means that you are not a tenant with the security of tenure that a tenancy offers and that in exceptional circumstances the trustees could ask you to find alternative accommodation and leave. In practice, this occurs very rarely, and only when trustees believe that they have no alternative.

Examples of such circumstances are if:

- A resident is no longer able to look after themselves safely or to live independently, even with the help of the social services or family support
- A resident consistently fails to pay weekly maintenance contributions (WMC) on a regular basis without good reason
- A resident's behavior is deemed to be unreasonable and anti-social, either in respect of other residents or members of the charity
- A resident's circumstances change significantly to the extent that he/she is no longer qualified to live in The Walker Barstow Homes as a beneficiary.

It is a condition of occupancy that you provide the charity with accurate and complete information of your financial circumstances and that you inform the charity if your circumstances change. However, residents should be assured that only in the most unusual circumstances would this lead to someone being asked to leave.

The charity would only set aside an appointment as a last resort after every effort had been made to resolve the issues. If, having been asked to leave, a resident feels aggrieved, he/she has the right to have her case heard in the County Court. If the decision to set aside the appointment was upheld, he/she would be given every assistance to find alternative accommodation.

Weekly Maintenance Contribution (WMC)

Weekly maintenance contributions are payable in advance/arrears according to your appointment every 4 weeks by direct debit/standing order. If you are experiencing difficulties in claiming, please let us know.

The amount you pay is a contribution towards the cost of running the charity. Items covered by the WMC include:

(examples, not an exhaustive list):

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

Consulting Residents

The trustees will hold meetings from time to time to discuss the running of The Walker Barstow Home with you and your neighbors. You can also talk to a trustee in private by asking the clerk to arrange this. Consultation and involving residents in the day-to-day running of the house is a form of participation which will benefit all concerned. Trustees welcome the residents' views on matters affecting the quality of life at Cameron Walker Court.

The trustees will consult you:

- Before any work is done on your flat (except in an emergency)
- Before making significant changes to the communal facilities, including the gardens
- Before anyone enters your home
- If you raise a difficulty with them

Absence from Home

If you go away for any period, even if only for one night, you will need to contact Be Independent and inform them of your departure date and time and your arrival time back at the Homes.

It is expected to be in full time occupation of your flat. Extended periods away during the year might lead the trustees to conclude that you have less need for our accommodation than others.

If you plan to be away from your dwelling for more than 28 days in total in any one year, please would you explain the circumstances to the charity and ask permission from the trustees and

inform Be Independent of the dates you will be away.

Before Going Away

Please ensure that all food has been put away, taps and appliances have been fully switched off and windows shut. If you are leaving your flat during the winter months, please discuss with the clerk how much heating is required to minimize the risk of burst pipes etc.

Electricity, Heating and Telephone

In addition to the weekly maintenance contribution, residents pay their own electricity, gas and telephone bills. Each radiator is fitted with a thermostat which enables residents to adjust the temperature as required.

The use of paraffin oil and portable gas heaters are strictly prohibited.

All communal electrical appliances are PAT tested once a year. It is the responsibility of residents to maintain their own electrical equipment in a safe condition. Residents should avoid the use of extension cables and multi outlet plugs as these can create safety hazards.

The charity pays residents' water rates.

Improvements to your Home

You must not carry out any improvements, alterations, repairs or decoration to your home without first discussing your plans with the clerk. For all major works, the trustees will instruct an architect or surveyor to design and plan the work before placing an order with a building contractor. Payment for improvements may be the responsibility of the trustees or may be payable by the resident.

The trustees have responsibility for the long-term maintenance of The Walker Barstow Homes, and they must consider individual requests for alterations alongside their own maintenance programmed. If an alteration would be structurally unsound, reduce the amenities for subsequent occupants, or increase future maintenance costs, it will not be approved. **All residents must ensure they have contents insurance cover.**

Having Family and Friends to Stay

Visitors are not permitted to stay overnight at the almshouses under any circumstances.

Pets

No pets are permitted at the Walker Barstow Homes.

Employment

The Walker Barstow Homes nor its gardens may be used as a place of business, either from where to conduct business or to store items connected with running a business.

Moving Out

If you wish to vacate your flat, you must give the trustees written notice of at least 4 weeks. During this notice period you will be liable for your WMC payments even if you have already moved out. Residents or, in the event of death, their personal representatives, are responsible for WMC until the premises are cleared of personal possessions and the keys are returned.

If a resident were to leave his/her flat without giving notice, he/she would be liable for paying her WMC until the end of the notice period. Weekly maintenance contributions should be paid up to the departure/vacation date, as well as utility bills.

Trustees have the right to start the process of Setting Aside the Appointment in the event of non-payment of WMC.

Re-housing

If you wish to move from one flat or bungalow to another within the complex, you should contact the clerk to discuss the matter. While every effort will be made to assist you to move if there is a good reason, the decision depends upon availability of a flat and is entirely at the discretion of the trustees.

The trustees may require you to move to other accommodation if major repair work is being carried out, or for some other unforeseen reason. Your views would be taken into account and you would be given at least 3 months' notice should a move be necessary.

Gifts and Legacies

It is the trustees' policy that no one involved in the running of the charity should accept any gift or legacy from a resident. If you wish to donate anything to the charity, please contact the clerk.

Section 5 – Living Here

The Lounge

The Lounge is for the use of all residents and their visitors. It is for you and your neighbors to decide what sort of activities you wish to arrange.

Social Activities

A welcome sense of community results from residents taking part in social activities. Many residents enjoy occasional opportunities to do things together, while others prefer to pursue their interests on their own. There is no pressure to take part in the organized activities. Any forthcoming events and outings are detailed on the residents' notice board, and residents are encouraged to suggest any new activities.

Notice Boards

A notice board has been erected to the front of the main block. This will advertise vacancies, and any events that are taking place at Cameron Walker Court.

Laundry Facilities

A laundry is available to all residents. You will be shown how to use the machines. Use of the laundry may be restricted so that you and your neighbors are not disturbed by noise. It is not permitted to use the laundry or to hang out washing on a Sunday.

Refuse collection and Recycling

Waste bins are provided. Please make sure that the waste area is kept clean and tidy. Collection of waste and recycling waste is on Wednesday each week.

Furniture and Fittings

Your home is offered unfurnished, you are responsible for providing white goods, carpets, blinds and a cooker.

Please do not organize any repairs or redecorations or changes to the fabric of the building yourself.

Cleaning

You are responsible for keeping your own home clean, including cleaning the windows inside. If cleaning becomes difficult or you cannot clean

the windows safely, please advise the clerk, who will give you details of cleaners.

Cleaning the communal areas is the responsibility of the charity and the cost of this service will form part of the weekly maintenance contribution.

Repairs and Decoration

The charity is responsible for external and certain internal repairs and to your home and the communal parts. Please report any maintenance issues to the clerk who will tell you whether these works will be payable by the charity or by you.

You will be consulted in advance about arrangements when work needs to be carried out. Workmen will not be allowed to enter your home while you are out unless you have agreed to satisfactory arrangements. An exception will have to be made, however, if an emergency arises such as a water leak.

Gardens

The front and rear gardens are maintained by gardening contractors. There is a garden shed where gardening tools and equipment are stored.

Parking

One disabled parking space has been provided in Aldreth Grove. Anyone with a Blue Disabled Card may use it. There is restricted parking of two hours duration along Bishopthorpe Road. The streets around the Homes are a restricted Resident's Parking Zone. Any resident owning a vehicle may apply for a permit from the Council.

Social Media

If you use social media such as Facebook and Twitter, you are asked to respect the fact that no views should be expressed about the charity, its trustees, other residents or staff.

Telephones

You are responsible for making your own arrangements for installing a telephone in your flat through your chosen provider.

Television

Residents need a television license to use any television-receiving equipment including TV set, set-top box, video or DVD recorder, PC or mobile phone to watch or record programmed as

they are being broadcast. This includes foreign broadcasts.

An Accommodation for Residential Care (ARC) License is applied to The Walker Barstow Homes. This means that anyone aged 60 or over who is not working over 16 hours a week is entitled to a reduced annual television license of £7.50.

Although the over 75 free TV License has been scrapped, anyone living at the almshouses who is 75 or over will qualify for a free TV License.

Training

When you move into your home the clerk will ensure that you are familiar with:

- Action to be taken in the event of a fire
- How to operate all the equipment in your home
- Central heating and emergency call systems

Insurance

The charity insures the building and its own contents. You are responsible for insuring your own contents and valuables. Please do not keep more cash in your home than is necessary to meet day-to-day expenses and keep valuables out of sight.

Section 6 – General Information

Council Tax and Council Tax Benefit

You are responsible for paying your own council tax and will receive the annual Council Tax Notice from the local authority in March each year. People living alone are entitled to council tax relief of 25%.

If your income consists of the basic retirement pension and you have only modest savings, you may be entitled to Council Tax Benefit. Depending upon your precise circumstances, this could pay your council tax in whole or in part. Please speak to the clerk if you are unsure of your entitlement or need help in completing the claim form.

Housing Benefit/Local Housing Allowance/Universal Credit

If your income consists of the basic retirement pension and you have little or no capital, you will almost certainly be entitled to Housing Benefit or Local Housing Allowance to help with your housing costs. Even if you do have income in addition to your basic retirement pension, you may still be entitled to some help with housing costs. To claim Housing Benefit / Local Housing Allowance you should ask for an application form at your local Benefits Office (DWP) or Housing Department.

It is important that you inform your local benefits office if there are changes in your financial circumstances as they have the power to demand reimbursement in the event of an over-payment.

Eligibility for state benefits changes from time to time. If you need advice on state benefits, please ask the clerk in the first instance as he/she will have some experience of entitlements and benefits.

Other sources of information are:

Citizens Advice Bureau York
<http://www.yorkcab.org.uk/>
 advice line: 01904623648
 West Offices
 Station Rise
 York
 YO1 6GA

Age UK York
<http://www.ageuk.org.uk/york/>
 Tel: 01904 634061

Wills

You are strongly advised to make a Will and it is best to ask a solicitor to help you with this. If you need help in finding one, the local Citizens Advice Bureau will be able to suggest names.

As stated under 'Gifts and Legacies' it is the trust's policy that no one involved in the running of the trust should accept any gift or legacy from a resident. If you want to donate anything to the charity, please speak to the clerk. All such matters will be dealt with in confidence.

Lasting Power of Attorney

You may also feel it wise to consider setting up a Lasting Power of Attorney which allows you to appoint someone to look after your finances and to take welfare and healthcare decisions on your behalf in the event of your mental incapacity. Again, you should seek legal advice from a solicitor.

Local Organization's and Services

York has a rich variety of local organizations, societies, services and activities in which you may participate. Do chat to other residents, to find out more.

Section 7 – If Things Go Wrong

Personal Problems

If you have any personal problems over money or any other matter and you have no family or friends whom you feel able to consult, the trustees will be pleased to help or offer advice if they can. You can ask to see the clerk or any of the trustees, and your concerns will be treated with the utmost confidence.

Complaints

If you have any concerns, please bring them to the attention of the clerks who will do their best to resolve them. In the majority of cases, minor issues can be dealt with informally, quickly and efficiently and to the resident's satisfaction. The trustees and the clerks can only resolve problems and improve the service if you speak to us when things go wrong. Set out below is a procedure to be followed if residents wish to raise a complaint in connection with the occupation of their almshouse, or about the services of the charity.

- In the first instance, if the problem is with another resident, you should first speak to the resident to try to resolve the issue.
- Minor matters, such as small maintenance items, should be referred to the clerk
- If the clerk is unable to resolve the matter, or if there is a persistent problem with loud noise or matters affecting health and safety, the resident should refer it to the clerk in writing. All communications about complaints will be treated in confidence.
- If you are dissatisfied with the clerk's response, you should write formally to the chairman of trustees asking the trustees to consider the matter. You may, if you wish, attend the meeting when your complaint is being discussed, accompanied by a friend or adviser. The chairman will write to you afterwards to advise you of the trustees' decision and to inform you of any action taken to resolve your complaint.
- If you have a complaint about a member of staff employed by the charity, other residents, or about a serious breach of health and safety regulations, you should put your complaint in writing to the chairman of trustees, with a formal request for it to be considered by the trustees at their next meeting. You will, if you wish to exercise that right, be entitled to attend when your complaint is being discussed, accompanied by a friend, advocate or professional adviser.

Housing Ombudsman

If you remain dissatisfied with the trustees' decision, you have the right to take your complaint to the Housing Ombudsman Service whose address is:

Housing Ombudsman Service, 81 Aldwych,
London WC2B 4HN

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk.

You will need to give the Ombudsman your full name, address and telephone number and set out the details of your complaint. The Ombudsman will only be able to consider your complaint if he/she is satisfied that the trust's own procedure for handling complaints has been exhausted.

Created for the Walker Barstow Homes Trust by
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