

**THE CHARTERHOUSE
HULL
RESIDENTS' HANDBOOK**

Updated 2023/Jan

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INTRODUCTION

The purpose of this handbook is to provide you with information about the Charterhouse, its management, and the accommodation you occupy.

It supplements and explains the rules and regulations which you will receive when you take up your appointment as a Beneficiary of the Charterhouse Trust.

The Trustees hope that this handbook will provide you with all the information you need to help you enjoy to the full your time at the Charterhouse.

TRUSTEES AND OFFICERS

Trustees:	Mrs. S.E. Whittaker MBE JP Hon Alderman Mrs A. Stanley Hon Alderman J. L. Fareham Hon Alderman S. Chaytor Councillor Mrs C. Randall Councillor Mrs T. Neal Rev J. Hargreave Mr P. F. Mann Mr I. Shepherd	
Master:	Canon Paul Greenwell	
Clerk:	Mr. Michael Craughan	Fawley Judge & Easton 1 Parliament Street, Hull, HU1 2AS
Warden:	Mr. Adam Randall	
Deputy Warden:	Mrs. Jane Barker	
Relief Warden:	Mrs. T Cook Mrs. K Rowe Mrs. D Harland	
Maintenance:	Mr. A Burr	
Housing Benefit Office:		The Wilson Centre Tel 01482 300300
Age UK		Sylvester House, Sylvester street. Hull, HU1 3HA tel:01482 324644
Citizens Advice Bureau:		The Wilson Centre Tel 01482 224608

1.

HISTORY OF THE CHARTERHOUSE AND ITS MANAGEMENT

HISTORY

In 1350 Sir William De La Pole, a wealthy merchant and first Mayor of Kingston upon Hull established a hospital on the site, for the poor of Hull called Maison Dieu or 'House of God'.

Sir William De La Pole died in 1366 before his intention could be realized, and it was left to his son, Sir Michael De La Pole, who later became the first Earl of Suffolk, to carry out his father's wishes.

Sir Michael De La Pole began the building of God's House Hospital incorporating a chapel on the south side of the street, where the Masters' House now stands. In the Hospital he installed 13 poor men and 13 poor women – the number to represent Christ and the 12 Apostles. Next door was the priory for Carthusian Monks who were here until 1539, living a life of prayer and solitude.

A Charter was granted by King Richard 11 dated 1st March 1384 and Sir Richard de Killum, a priest became the first Master and Keeper of the Hospital. The Charter ordained "that every Master thereafter have likewise the order of priesthood and be of 30 years of age or more and, that the said poor men and women, brothers and sisters, be under the obedience of the said Master." The Master, brothers and sisters were to form the Corporate Body of the Foundation and they remain so to this day. The full title is 'The House of God and of the Blessed Virgin Mary, his mother; of St. Michael and all angels; St. Thomas Becket and all saints.

Sir Michael De La Pole provided generous endowments of land and property to the Hospital which provided income for many generations thereafter.

In 1552 King Edward VI granted the patronage of the Hospital to the Mayor and Burgesses of Kingston upon Hull. This patronage only conferred the right to appoint the Master and Residents and led to many discussions between the Hospital and the town's authorities over how the income should be spent. In the last century when Trustees were appointed to look after the Charterhouse on behalf of the Corporate Body.

In 1777 the whole establishment was demolished and rebuilt at a total cost of more than £3,500. The building now known as Bourne House was added in 1804 and during the 19th century many more buildings were added. The Charterhouse buildings remained relatively unscathed during the 19th century, and it was not until the middle of the 20th century that any significant changes occurred and that was as a result of the bombing during the Second World War. Both the Masters' House and the Old House were extremely damaged but thankfully not destroyed totally. They have been restored beautifully.

Some buildings were cleared in the late 1970s when new purpose-built accommodation was erected to provide 18 new flats.

The Master has copies of a more detailed history if you would like one.

The Hull Charterhouse blog has a selection of interesting articles on our noble history and the Hull history centre nearby houses our extensive archives available to view.

THE TRUSTEES

The Charterhouse is run in accordance with Schemes of the Charity Commission established on the 5th November, 1901; 2nd April, 1937; 2nd March, 1962 and 17th December, 2015. Under the schemes of 2016, a body of Trustees was established of nine people comprising six nominative Trustees and three co-optative Trustees. Five of the nominative Trustees are appointed by the City Council and one by the Archdeacon of the East Riding. The three co-optative Trustees are appointed by the nominative Trustees.

The nominative Trustees are appointed for a period of four years and the co-optative Trustees for five years.

The Trustees meet regularly on a quarterly basis throughout the year and hold special meetings as and when required.

The administration of the Charterhouse is provided by Michael Craughan of Fawley Judge & Easton, as Clerk to the Trustees of the Charterhouse.

ALMSHOUSES

Almshouses are unfurnished dwellings, usually specially designed for the needs of elderly people and their aim is to provide convenient and comfortable accommodation in a setting which allows Residents to come and go as they please. Almshouses provide security and Residents are encouraged to make friends and to engage in the wider social life through the use of communal facilities and joining in the various activities.

An important factor in the case of The Charterhouse is the day to day oversight, general care and Spiritual guidance provided by the Master and staff but Residents are also encouraged to help and support each other and be good neighbours.

A unique part of the care we offer is the much - loved weekly Sung Eucharist at 10am every Sunday. All the residents gather in Chapel as our forebears have done over 7 Centuries thus fulfilling the will of our founder.

Christ always has been, and always will be at the heart and centre of this community and in his name we continue to offer care and compassion to our residents for their flourishing and wellbeing.

Once our new residents have settled into their new home here, we have a welcome for the in Chapel where they promise to be faithful in their attending each week and will be a good neighbour, peacemaker and reconciler with their fellow residents.

2.

SERVICES PROVIDED

THE MASTER

As required by the Charter and the Charity Commissioners' Scheme the Master shall be a clergyman of the Church of England in Priest's Orders and be over 30 years of age at the time of appointment. The Master is appointed by the Hull City Council, selected by the Trustees and submitted by the Trustees to the Hull City Council.

The principal duties of the Master as required by the Charter and the Charity Commissioners' Scheme are to perform Divine Service according to the rites of the Church of England in the Chapel of the Charterhouse on Sundays and at least once a week on weekdays; to visit the Residents and to act as a good neighbour to them all. The Master will call relatives or a doctor or other professional help that may be necessary and together with the staff provide a full supportive service.

As the Charterhouse is a religious foundation, all residents, are required by the Scheme to attend divine service in the Chapel on Sundays 10am for the Sung Eucharist unless excused from attendance by the Master. There is also a service every Wednesday which residents are requested to attend.

THE WARDEN

The warden and staff are available for all residents and will be in contact regularly. They can be contacted at any time in case of an emergency. The warden and staff will be pleased to assist you in any way they can within the scheme of independent living but cannot undertake social or nursing care. If Residents are feeling unwell and require the services of their doctor, the staff will inform the doctor, but they should be asked to do so as soon as possible.

If any resident requires work on their flat, please fill in the book outside the warden's office with your name, flat number, job required and the date. Our maintenance employee will check entries regularly and will respond to the requests in an order of priority.

EMERGENCY CALL SYSTEM

You will be shown how to use the emergency call system when you move in. It will be answered by the warden or staff, depending who is on duty or by the Master. There will always be someone on hand to assist day or night.

- PLEASE DO**
- use the call system by day or night to get help for a sudden illness or an accident or when any situation arises which might put Residents or buildings at risk.
 - **Please wear at all times your Alarm pendant/bracelet as you may not always be able to access a pull cord.**

- PLEASE DON'T**
- use the alarm to make normal contact with the Master, warden or staff.
 - **Tie up the pull cords for if you need help it may be out of reach**

FIRE PRECAUTIONS

The Charterhouse complies with the appropriate fire regulations, and a fire alarm system has been installed with heat and smoke detectors in every flat. The Trustees will arrange with the Fire Officer for a fire drill from time to time and it is in everyone's interest that you should co-operate fully on these occasions. Instructions specific to your accommodation will be given to you.

The fire alarm is tested every Thursday morning around 1015am for your safety.

PLEASE DO ASK

THE MASTER, WARDEN

OR STAFF

- what to do if the alarm rings, or if you discover a fire.
- how to dispose of smoking materials safely.

- PLEASE DON'T**
- **wedge fire doors open they prevent fire and smoke spreading only when shut.**
 - **leave pans (especially chip pans) unattended.**
 - **attempt to fight any fire. Leave the premises immediately shutting the door behind you.**
 - **store anything on the top of the cooker**
 - **use open electric fires, paraffin oil heaters or heaters using gas bottles. Use electric convector heaters in an emergency and consult the Master, warden or staff about additional heaters.**

COMMUNAL FACILITIES

The Caselton Hall and the large gardens are for the use of all Residents for social and recreational activities or simply as a place to meet and talk. All Residents are encouraged to play an active part in the life of the Charterhouse. We are a community and a family, residents are referred in the scheme as 'brothers and sisters' centered on Christ.

Laundry is available to all Residents. The staff will show you how to use the machines and will arrange times at which they will be available to each Resident. Use of the laundry may be restricted so that you and your neighbours are not disturbed by noise. The machines are intended for residents' laundry only. The use of the facility comes within your service charge.

The Charterhouse has some garden chairs for the use of Residents in the garden behind the Master's House. These are kept in the summer house in the garden, please ensure that chairs are put back after use. Please see the warden or staff for the key to the summer house.

A guest room is available for a relative or friend visiting you for a short period (normally up to seven days). A small charge is made for this service. If you wish to make use of the guest room, please let the Warden know as far in advance as you are able. The Master will always give priority where the guest room is required by the relative or friend of a Resident who is seriously ill. Guests are asked to leave the room as they would hope to find it.

OCCUPATION OF ACCOMMODATION

Residents have a license to occupy the internal spaces of their accommodation. Stairs and corridors and garden areas are not part of this permission. They are common areas and need to be kept clear and uncluttered. A professional gardener looks after the gardens and lawns. Residents are very welcome to have houseplants inside their flats but only the gardener attends to the outside areas.

REPAIRS AND DECORATION

The Trustees are responsible for both external and internal repairs to your flat and the communal parts of the buildings. Re-decoration of the interior of the flat is the responsibility of the Resident, permission to redecorate must be sought in writing from the Master.

Residents should not insert nails or screws in any wall or floor or carry out any repair without first contacting the Master. Please report all necessary work to the Master who will arrange for it to be carried out. You will be consulted in advance about arrangements for repairs and/or decoration. Workmen will not be allowed to enter while you are out unless you have agreed satisfactory arrangements. No workmen should be admitted unless they can identify themselves.

INSURANCE

The Trustees hold an insurance policy to cover the buildings but Residents are strongly advised to take out their own insurance for the contents of their flat.

The Trustees strongly advise you not to keep more cash in your home than you need for your day-to-day expenses. Any additional cash should be placed in a bank or building society.

TELEVISION

A special concession may be available under which Residents pay only a nominal amount each per year for a television license, forms are available from the Warden

Please be considerate to your neighbours in the use of televisions, radios, records and musical instruments. A communal television aerial and satellite dish is provided and maintained by the Trustees and no individual aerials or satellite dishes are permitted.

CLEANING

You are responsible for keeping your own flat clean. If you have any problems in doing this, please tell the warden who will help you to get the necessary assistance.

You are responsible for cleaning the inside of the windows in your flat, but the Trustees employ a window cleaner who regularly cleans the outside of all windows and inside of the windows in the communal parts.

Cleaning of the communal and general areas is also arranged by the Trustees. The cost of this is included in your weekly Maintenance Charge.

SECURITY

Everyone living in the Charterhouse should have an interest in the general security.

- DO**
- keep your front door locked at all times. Also make sure all outside doors are securely locked behind you (and please ensure your relatives and visitors do this).
 - Use the spyhole to identify callers before opening the door.
- DON'T**
- allow a stranger to enter your home without proof of identity.

Windows to the ground floor of Old House, Bourne House and Chignell are all fitted with window restrictors.

THE MASTER KEY

The Master, warden and staff hold a master key which can open your front door but it will only be used in an emergency or with your permission, and on the morning round. You must not fit locks and chains as these may delay access in an emergency. Any questions concerning security can be made to the Master.

Your privacy will be respected. The Master and staff will only enter your home

- if you ask them
- if you have given permission for work to be done in your absence
- in an emergency

Additional keys should not be cut without the consent of the Master as this would give access to people other than Residents and might endanger security if they were lost. Close circuit television on the buildings and grounds is provided for your security.

3.

TERMS OF OCCUPANCY

LICENCE TO OCCUPY

You will have a copy of the license which you signed when you were appointed a Resident. As a beneficiary of the almshouse charity you are not a tenant. However, the Trustees cannot ask you to leave unless there are exceptional circumstances (see "moving Out" page 11).

You have agreed to pay a Weekly Maintenance Contribution and applicable Service Charge which includes an amount for the services provided and have agreed to observe the terms of your appointment, the Charity Commissioners' Scheme and the Regulations of the Charterhouse. Payments should ideally be made via a weekly or 4 weekly standing order which can be set up through the Warden and Clerk.

RELATIVES AND VISITORS

Whilst the Master, warden and staff are generally on hand to keep a friendly eye on Residents in case of accident or illness, they cannot take the place of relatives or friends. We hope they will give you the same support as they would if you were living in ordinary housing. With their help and co-operation, and support from the local social services if necessary, the Trustees hope you will be able to remain independent for as long as possible.

If you are not able to look after yourself, your relatives will be asked to make arrangements for your care, as no social/nursing care is provided at the Charterhouse.

Your accommodation has been specially designed as sheltered housing for older people and is not really suitable for the accommodation of anyone extra. This is why a guest room has been provided (see page 8). If you do have a relative or friend to stay with you the Master must be informed in the interests of fire safety and security.

Please make sure that your visitors do not block other cars in the car park, drive slowly and carefully in the grounds and to make sure that all outside doors are securely locked and that gates are closed (if after 9.00 p.m.) when they leave.

ABSENCE FROM HOME

If you go away for any period please inform the Master, warden or staff in case there is an emergency. The Scheme requires that every Resident who wishes to be absent from the Charterhouse for more than 24 hours must let the Master know. For absences longer than seven days or for more than 28 days in any one year the consent of the Master is required. Long periods of time absent from may invalidate your license to occupy.

CHAPEL ATTENDANCE

The Scheme requires that the Residents are to attend the Sunday Sung Eucharist and the short Wednesday service both at 10.00am in the Charterhouse Chapel unless the Master excuses them from doing so. The Chapel is open to every Resident for private prayer from 8.00 a.m. to 5.00 p.m. All who wish are encouraged to receive holy communion. The Blessed Sacrament has been reserved in the chapel for many years and is taken to the sick and dying at home or in hospital. The holy oils blessed by the Archbishop of York are also reserved and are used regularly for anointing the sick. **Chapel absences may invalidate your license to occupy.**

RESIDENTS' CONSULTATION

The Trustees will seek your comments on any change in the running of the Charterhouse. Meetings will be held periodically to discuss all matters that are of concern to Residents. As part of their consultation a residents forum chaired by the Master takes place before Trustees meetings when any matter can be raised. Wide consultation internally and externally will take place before decisions are made and then communicated clearly to the community.

WEEKLY MAINTENANCE CONTRIBUTIONS AND SERVICE CHARGE

The amount of Weekly Maintenance Contributions and Service Charge is authorised by the Charity Commission. It is due on Monday and is collected by the staff on their rounds. You will be given one month's notice of any increase.

The amount you pay covers part of running the Charterhouse and includes but not exhaustively:-

- a) Repairs and maintenance.
- b) Administrative services.
- c) Insurance (not personal or contents)
- d) Upkeep of the gardens.
- e) Cleaning of communal areas.
- f) Emergency call system

HOUSING BENEFIT

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 to help with your housing costs. To claim Housing Benefit, you should ask for a form at your local Department of Social Security office or at your local authority (Wilson Centre). Please contact the warden and staff.

If you do have some additional income to your basic Retirement Pension you may still be entitled to some help with your housing costs and again you can get the form to claim this benefit from your local Department of Social Security. The warden and staff will be pleased to help you if you are unsure of your entitlement.

CENTRAL HEATING, HOT WATER AND ELECTRICITY

The cost of heating and lighting your flat is your responsibility as they are on separate metered supplies. The only exceptions are the flats in Chignell House where heating is included in the Maintenance Charge. The heating of all communal areas is provided by the Trustees.

The maintenance of your central heating, hot water and electricity supply is the responsibility of the Trustees. Any problems you come across should be referred to the warden and staff.

MOVING OUT

If you wish to move from the Charterhouse you must give the Master or the Trustees four weeks written notice. During this notice period you will be liable for your Weekly Maintenance Contribution payments even if you have already moved out.

In the event of prolonged ill-health, the Master and Warden may advise seeking alternative suitable accommodation in consultation with your relatives and the Social Services Department. The Trustees can only terminate your License to Occupy your home if you, persistently and without reasonable excuse, disregard the regulations, cause nuisance or annoyance, behave offensively or become disqualified from retaining the appointment. You are reminded of the terms of your License to Occupy.

4.

GENERAL INFORMATION

COUNCIL TAX

You will be told how to pay and whether there are any benefits available. Each Resident is responsible for his or her Council Tax.

IMPROVEMENTS AND ALTERATIONS

If you want to make any improvements or alterations to your flat, such as fitted cupboards, you must discuss the work first with the Master, warden and staff who will seek the approval of the Trustees. In some cases, the Charterhouse may pay for the work. Permission may be refused if the Trustees consider that the alterations will reduce the amenities for subsequent occupants. If you live in the Old House, Bourne House or Chignell House, which are Listed Buildings, some alterations may be outside the Trustees ability to authorise.

PETS

It is requested that pets are not brought with you to the Charterhouse.

PARKING VEHICLES

Spaces are provided in the designated areas. Please do not park vehicles elsewhere or allow your visitors to do so (or to park as to block-in other cars). They may block the way for ambulances or fire engines in an emergency.

DOCTOR

If you already have your own doctor in the locality there is no need to make any changes. If you do not have a doctor, or you are moving from another area, the Master or the Warden and staff will be able to give you the name of the doctor who usually looks after the Residents.

You have every right to see your doctor, nurse or other carer alone and to keep your medical affairs entirely to yourself if you wish. If you have a chronic health problem, however, you may feel safer if the Master or the staff know about it so that sensible action may be taken in an emergency. Anything you tell the Master or staff will be kept strictly confidential.

EMERGENCIES AND SICKNESS

If you are ill or in difficulties, the Master or the staff will make every effort to get in touch with relatives, friends, the doctor, ambulance or the Social Services Department on your behalf.

To make it possible to act quickly, the Master and Warden have a note of the names and addresses of your nearest relatives or friends and of your doctor, it is important that you should also let the Warden know about any changes of address or telephone numbers of your relative or friends and of your doctor.

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 Master will be glad to give whatever help or advice he can. If he is unable to help he will be able to recommend someone who can. You may be advised to appoint a Legal Advisor to look after your interests, if you have no relatives to do this. In his capacity as a priest, the Master is always available to give spiritual guidance.

WILLS

You are strongly advised to make a Will. If you wish to leave personal property to a relative or friend, a will is essential. A solicitor is the best person to help you make a Will and if you require assistance in finding one, we suggest you contact your local Citizens Advice Bureau (address and telephone number on page 3), Ask the staff if you find this difficult).

It may be helpful to indicate any particular funeral arrangement wishes to your relatives or the Master. Instructions in a sealed envelope may be stored in the office safe.

COMPLAINTS PROCEDURE

If you have a complaint, you should first talk to the Master. In the event that it is not settled to your satisfaction, you should refer directly to the Clerk of Trustees c/o Fawley Judge & Easton, 1 Parliament street, Hull, HU1 2AS.

RUBBISH

Rubbish bins are provided. Please make sure that the rubbish area is kept clean and tidy. All kitchen refuse should be placed in a compostable food bag which can be supplied by the warden via Hull City Council before putting it in the bin. Please contact the warden and staff if you have any large items of rubbish or discarded furniture for disposal.

LIGHTING

If you are unsure about changing a fuse or if any light has failed in any of the communal areas, ask the Warden and staff for assistance. Residents are responsible for the light bulbs in their own flats but the caretaker will be pleased to assist in changing them if you have any difficulty.

FIRE ALARM PROCEDURE

What to do when the fire alarm sounds –

On hearing the continuous fire alarm, you should proceed to the evacuation point at Caselton Hall. Do not stop to collect belongings. The fire alarms are tested every Thursday at 10.15 am weekly.

WELCOME TO THE CHARTERHOUSE

We hope you are very happy and fulfilled in your life here at Hull Charterhouse. If you require any help, support, or advice, please let the staff know, who at all times want to encourage resident centred focus as far as possible and need to hear your views.