

# **Residents' Handbook**

## **Butterfield Homes Cottingley, Wilsden and Cross Hills**

**February 2026**

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The information set out in this document applies to the Butterfield Homes Charities, specifically Butterfield Homes Cottingley (Charity No 226852), Butterfield Homes Wilsden (Charity No 225965) and Butterfield Homes Cross Hills (Charity No 226853).

## **Section 1 – Introduction**

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

The almshouse is your home and every effort will be made to help you remain independent, free to choose your own lifestyle and able to benefit from the quiet enjoyment and dignity that the homes 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 rumours and gossip are not allowed to develop.

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

Once again, a very warm welcome.

Mark Silver  
Chair of Trustees

## **Section 2 – Management**

### **Trustees**

Mark Silver (Chair)

Alistair Docherty (Treasurer)

Albert Pratt

Peter Earp

Susan Sedgwick (Member Responsible for Complaints)

Simon Callaghan

The charity is governed by a board of voluntary, local trustees. Under an agreement with the Butterfield Homes, day-to-day administrative duties are carried out by the Peter Birtwistle Trust, an almshouse charity based in Colne. Its executive officer is Alison Evans and she is assisted by Gemma Hopkinson.

### **Contacting the Butterfield Homes**

Trust Office: 14 Keighley Road, Colne, BB8 0JL

Telephone: 07566 280391

There are three emails, one for each site which can be used to contact us.

Butterfield Homes Cottingley [cottingleybutterfieldhomes@gmail.com](mailto:cottingleybutterfieldhomes@gmail.com)

Butterfield Homes Wilsden [wilsdenbutterfieldhomes@gmail.com](mailto:wilsdenbutterfieldhomes@gmail.com)

Butterfield Homes Cross Hills [crosshillsbutterfieldhomes@gmail.com](mailto:crosshillsbutterfieldhomes@gmail.com)

### **The Almshouses**

The charity manages unfurnished dwellings which are designed with the needs of older people in mind.

The principle behind everything that the charity does is that residents should enjoy independence and the freedom to come and go as they please while living in comfortable and secure accommodation.

Residents should feel confident in the knowledge that support will always be available, whether from the charity itself or from outside agencies should the need arise. Above all, the trustees respect residents' privacy.

Residents can expect to continue in occupation as long as they need the accommodation and are able to look after themselves. If a resident's health deteriorates, they must be willing to accept medical advice and guidance. The charity may also consult with your next of kin, social services and other organisations if necessary.

## **Section 3 - Health and Safety**

### **Doctor and Dentist**

If you do not have a General Practitioner (GP), the office will be able to give you the names of GP practices in the area. The name of your GP should be included on your Next of Kin form.

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, it would be advisable, and you might feel safer, for the office and Tunstall to be made aware of it so that appropriate action can be taken in an emergency. Anything you tell the office will be kept in confidence within the charity.

'Message in a Bottle' is a free system that encourages people to keep their basic personal information and details of their current medication in a common place where it can be found in an emergency. The small plastic container is kept in the fridge where emergency services will find it. They will know residents use this system by two discreet labels. One is fixed to the front entrance of the resident's accommodation. The other is displayed on the fridge where the information is kept. If this is something you may wish to do, please ask the office.

### **The Emergency Call System - Tunstall**

There is a Tunstall alarm provided in your property which should be used in case of emergency. You will be able to contact the Tunstall call centre at any time of the day or night if you have a medical or repair emergency.

### **Emergency Contact Details**

It is important that you let the office have up to date details (names, addresses, and telephone numbers) of these essential contacts. If the details change, please remember to inform the Tunstall operator and the office.

## **Fire Precautions**

The almshouses comply with the appropriate fire regulations. All the properties are fitted with smoke detectors which, on sensing smoke, will trigger the fire alarm. If you are hard of hearing, please discuss this with us, so we can consider the installation of appropriate equipment to alert you in the event of an emergency.

## **Avoiding the Risk of Fire**

There is **NO SMOKING** permitted in any of the properties. A copy of the charity's Smoking Policy is available on request.

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

Residents must not use any heating appliance that has not been supplied by the charity, such as portable gas or electric heaters, as these pose a serious safety risk. The use of paraffin oil is also strictly prohibited.

## **Slips, Trips and Falls**

The trustees wish to draw your attention to the need to exercise care when using the footpaths in wet, snowy, or icy weather. Whilst reasonable precautions will be taken to keep them hazard-free, residents are reminded to take care when walking outside.

## **Security**

### **DO:**

Keep your front door locked at all times.

Use the spy hole and chain to identify callers before opening the door.

Use the chain to open the door a few inches when identifying callers.

**DO NOT:**

Keep the chain in permanent use as this may prevent access in an emergency.

Allow a stranger to enter your home without proof of identity. If you are in doubt, please alert the Tunstall operator, family members, friend, or the police.

Leave ground floor windows open so that intruders can gain access.

Keep valuables in your home.

Keep more cash in your home than is necessary to meet day-to-day expenses.

**MAKE SURE:**

That you and your visitors check that the main front door to the house is securely shut after entry or exit.

**Keys**

Only let people into the house whom you know or are expecting. Never allow anyone claiming to be gas, electricity, or water meter readers or contractors to enter the property without proof of identification.

You must not fit locks and chains without the trustees' consent as these may delay access for emergency services.

Trustees have a spare key to your property, but it will only be used in an emergency or with your permission.

Please do not obtain extra keys without first asking the trustees, as this may lessen security.



## **Section 4 - Terms of Occupancy**

### **Letter of Appointment**

Your Letter of Appointment, of which you have a copy, explains that you occupy your home as a beneficiary of the charity. This means that you are not a tenant with the security of tenure that a tenancy offers. No other person is allowed to live in your home unless they have formally applied to the charity and you have been jointly allocated the same home.

### **Weekly Maintenance Contribution (WMC)**

Weekly maintenance contributions (WMC) are payable in advance on the first of each month by standing order. If you receive housing benefit from the local authority, arrangements can be made for your housing benefit to be paid directly into the charity's bank account. If you are experiencing difficulties in claiming, please let the office know.

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

Building and grounds repairs and maintenance.

Servicing and repairing water, gas and electrical installations.

Outside maintenance and decorations.

### **Consulting and Informing Residents**

The trustees hold meetings from time to time to discuss the running of the charity. You can talk to a trustee in private by asking the office to arrange this. Consultation, and involving the residents in the day-to-day running of the charity's almshouses is a form of participation which will benefit all concerned. Trustees welcome residents' views on matters affecting their quality of life at the almshouses.

The Trust will inform you:

Before any work is done on your home (except in an emergency).

Before making changes to the communal facilities, including the gardens.

Before making changes to the amount of WMC payable.

Before anyone enters your home.

### **Absence from Home**

If you go away for any period, please inform the Tunstall operator or the office of your temporary address and contact phone number.

Should you return earlier than planned, please let the Tunstall operator and the office know immediately you get home as it is important in an emergency to know if any residents are away.

You are expected to be in full-time occupation of your almshouse and extended periods away during the year might lead the trustees to conclude that you have less need for almshouse accommodation than others.

If you plan to be away from your dwelling for a period more than 28 days in any one year, you should ring the office to ask permission.

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 bungalow during the winter months, please discuss with the office how much heating is required to minimise the risk of burst pipes, etc.

### **Central Heating, Electricity and Hot Water**

In addition to the WMC, residents are responsible for paying their utility bills.

Each radiator is fitted with a thermostat which enables residents to adjust the temperature as required. All hot water taps are fitted with thermostatic mixing valves to avoid water scalding.

## **Improvements to your Home**

For all major work, 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 is the responsibility of the trustees.

You must not carry out any improvements, alterations, repairs or decoration to your home without first discussing your plans with the trustees. You should initially contact the office.

As the trustees have responsibility for the long-term maintenance of the almshouses, they have to consider individual residents' requests for alterations alongside their own maintenance programme. If an alteration would be structurally unsound, reduce the amenities for subsequent occupants, or increase future maintenance costs, it will not be approved.

## **Employment**

Neither the almshouse, nor its garden may be used as a place of business, either from where to conduct business or to store items connected with running a business.

## **Pets**

The trustees will have explained their policy on pets to you before you moved in. If you wish to keep a pet you must first obtain the written permission of the trustees. Small animals or caged birds are usually acceptable. but must not become a nuisance to other residents. Please advise the office about arrangements you make for the care of your pet(s) if you are away on holiday or become ill. For more information please contact the office.

## **Visitors – Family and Friends**

Visitors are not permitted to stay in your home except with the consent of the charity.

## **Mobility Scooters**

Residents may apply to keep a mobility scooter at the charity's premises. All such vehicles are kept by residents entirely and solely at their own risk. Proof of insurance must be provided to the office annually.

Mobility scooters must not be left unattended when charging and must not block walkways.

## **Moving Out**

If you wish to vacate the almshouse, 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 and utility bills until the premises are cleared of personal possessions and the keys are returned.

If a resident were to leave their almshouse dwelling without giving notice, they would be liable for paying their WMC until the end of the notice period.

## **Re-Housing - Transfers**

If you wish to move from one property to another, you should contact the office to discuss the matter. While every effort would be made to assist a resident to move if there was a good reason, the decision would depend upon availability and be entirely at the discretion of the charity.

The trustees may require you to move to another of the charity's almshouses when 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 reasonable 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 office who will arrange for the Chair of Trustees to contact you. All such matters will be dealt with in confidence.

## **Setting Aside an Appointment**

In exceptional circumstances the trustees could ask you to find alternative accommodation and leave. In practice, this occurs very rarely 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.

The resident consistently fails to pay weekly maintenance contributions (WMC) on a regular basis without good reason.

The resident's behaviour is deemed to be unreasonable and anti-social, either in respect of other residents, trustees or others.

The resident fails to comply with the rules made by the charity.

The resident's circumstances change significantly to the extent that they are no longer qualified to live in the almshouses as a beneficiary.

It is a condition of occupancy that residents provide the charity with accurate and complete information about their financial circumstances and that residents inform the charity if their circumstances change. However, residents should be assured that

only in the most unusual circumstances would this lead to someone being asked to leave.

The trustees 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 felt aggrieved, they have the right to have their case heard in the County Court. If the decision to set aside the appointment was upheld, they would be given every assistance to find alternative accommodation.

## **Section 5 - Services Provided**

### **Routine Visits**

You will be visited in your new home by a trustee or other representative of the charity after you have settled in and thereafter from time to time. This is an opportunity to get to know you better and to address any issues and concerns.

A mutually convenient time will be arranged beforehand.

### **Training**

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

Action to be taken in the event of a fire.  
How to operate central heating.  
How to report an emergency to Tunstall.

The location of the:

Electricity meter .....  
Electricity mains switch .....  
Fuse box .....  
Stop cock.....  
Gas meter.....

### **The Office**

The staff in the office are based in Colne. They are responsible for the administration of the Butterfield Homes. Residents should use the contact details given in Section 2 of this handbook to report repairs, update contact information or report any concerns.

## **Insurance**

The charity insures the building and its own contents. Residents should take out their own contents insurance

## **Furniture and Fittings**

Although the almshouses are offered unfurnished, the charity is nevertheless responsible for ensuring that the property is in good structural and decorative condition.

## **Gardens**

The communal areas of garden are the responsibility of the charity. Residents are responsible for the maintenance of their own garden areas.

## **Repairs and Decorations**

The charity is responsible for both external and internal repairs and external decoration for your home and the communal parts.

You will be consulted in advance about arrangements for work 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.

From time to time your bungalow will need to have repairs carried out. These will normally fall into one of three categories:

### Day-to-day repairs and maintenance

For example easing internal doors, renewing/repairing kitchen unit catches and drawers, repairs to gutters.

These repairs should be reported to the office either by telephone on 07566 280391 or by email.



### Urgent repairs

For example uneven paving, minor water leaks.

These repairs should be reported to the office either by telephone on 07566 280391 or by email.

### Emergency repairs

For example major electrical faults, burst pipes, gas leaks, no hot water, no heating.

These repairs should be reported immediately to the Tunstall call centre. **Please do not contact outside contractors directly as you will be liable for costs incurred.**

### Annual safety checks

There will be an annual gas check on your boiler, carried out by Homecare (part of British Gas), for which you will be issued with a Gas Safe certificate. The Homecare plumber will also check the carbon monoxide and smoke detectors in your home.

### **Television**

Residents need a television licence to use any television-receiving equipment including TV set, set-top box, video or DVD recorder, PC or mobile phone to watch or record programmes as they are being broadcast. This includes foreign broadcasts.

Under a special concession, the charity pays for a television licence to cover all the Butterfield Homes. Please be considerate to your neighbours when using the television, radio or playing music.

### **Cleaning**

You are responsible for keeping your own house clean, including cleaning the windows inside. If cleaning becomes difficult or you cannot clean the windows safely, please advise the office who will

help you make alternative arrangements. There is likely to be an hourly charge if this becomes necessary.

## **Telephone**

You are responsible for making your own arrangements for installing a telephone in your property through your chosen provider. Please keep the office and the Tunstall operator informed if your number changes.

## **Social Activities**

A welcome sense of community can result from residents taking part in social activities together. Friendships grow and there is a greater readiness to support one another through difficult times. We find that some residents enjoy occasional opportunities to do things together, while others prefer to pursue their interests on their own. There is no pressure therefore to take part in the organised activities.

## **Social Media**

Those residents using social media such as Facebook and X (formerly Twitter), are asked to respect the fact that no views should be expressed via social media about the charity, its trustees, other residents or staff.

## **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.

### **Housing Benefit, Universal Credit**

If your income consists of the basic retirement pension and you have little or no savings, you may be entitled to Housing Benefit or Universal Credit. Even if you do have income in addition to your basic retirement pension, you may still be entitled to some help with housing and other living costs.

### **Changes of Circumstances**

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 overpayment.

Eligibility for state benefits changes from time to time. If you need advice on state benefits, please ask the office staff in the first instance as they have some experience of entitlements and benefits.

### **Parking**

Please do not park in unauthorised places, or allow your visitors to do so, as their cars may block the way for ambulances or fire engines attending in an emergency.

## **Wills**

You are strongly advised to make a will, and it is best to ask a solicitor to help you with this.

As stated under "Gifts and Legacies" it is the charity's policy that no person involved in the running of Butterfield Homes should accept any gift or legacy from a resident. However, if you wish to make a donation or bequest to the charity, please speak to the office. All such matters will be dealt with in confidence.

## **Lasting Power of Attorney**

You may feel it is 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 Services and Organisations**

Many of the Butterfield Homes residents take advantage of a rich variety of organisations and services for the elderly in the area. Please speak to the office to find out more about these and other local services available.

## **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 contact the office to arrange a visit from a trustee, and your concerns will be treated in the utmost confidence.

### **Complaints**

Butterfield Homes has a complaints policy which is in line with the requirements of the Housing Ombudsman Complaint Code. You may request a copy of the full policy at any time by email, telephone or letter.

If you have any concerns, please bring them to the attention of the office and the staff 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 residents' satisfaction.

The trustees and office staff can only resolve problems and improve the service if you speak up 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 services provided by the charity.**

#### **TO MAKE A COMPLAINT**

Please contact the complaints officer at the office address;  
Butterfields Homes, 14 Keighley Road, Colne, BB8 0JL,  
TEL: 07566 280391

EMAIL:

Butterfield Homes Cottingley [cottingleybutterfieldhomes@gmail.com](mailto:cottingleybutterfieldhomes@gmail.com)

Butterfield Homes Wilsden [wilsdenbutterfieldhomes@gmail.com](mailto:wilsdenbutterfieldhomes@gmail.com)

Butterfield Homes Cross Hills [crosshillsbutterfieldhomes@gmail.com](mailto:crosshillsbutterfieldhomes@gmail.com)

**The Complaints Officer is Gemma Hopkinson. The Appeals Officer is Alison Evans**

## **WHAT IS A COMPLAINT?**

An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

## **STAGE ONE COMPLAINTS**

We would ask the person making the complaint to write or email the Complaints Officer, putting down sufficient information so that the complaint can be investigated.

The Complaints Officer will acknowledge the complaint in writing and make a record, within 5 working days. The acknowledgement will summarise the Charity's understanding of the complaint; summarise the Charity's understanding of what the Complainant is seeking as an outcome; raise any questions that require clarification from the Complainant; and set out the next course of action and anticipated timescale.

## **STAGE TWO COMPLAINTS**

If the person making the complaint isn't satisfied with the response from the Complaints Officer at stage one, they can submit an appeal in writing or by email to the Appeals Officer.

## **The Housing Ombudsman.**

The Charity is a member of the Housing Ombudsman Service.

If you remain dissatisfied with the way the trustees deal with a complaint and the decisions that have been made, you have the right to take your complaint to the Housing Ombudsman Service whose address is:

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

Telephone: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

The Housing Ombudsman will only be able to consider your complaint if he/she is satisfied that the charity's own procedure for handling complaints has been exhausted.

Details explaining the role of the Housing Ombudsman can be found overleaf.

February 2026