

THE PRICEHOLME TRUST CIO
RESIDENTS' HANDBOOK



2026

Section 1 - Introduction

The Priceholme Trust 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 Manager if you need further information on any matters.

Please note that the conditions stated in this handbook form part of your contract with the Trust and supplement the terms and conditions given in your Letter of Appointment which you signed when you accepted your appointment as a beneficiary of the charity. It may be necessary to amend the rules and regulations from time to time but any changes would be discussed with residents beforehand.

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 almshouses provide. The Trustees are sure that 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.

Chairman of Trustees:	Tobin Dennis	07932 984774
Trustees:	Sue Baker	
	Alison Tweddle	
	Anthea Hackett	
	Paddy Lewis	
	Sue Karle	01825 791466 & 07591 250304
Manager & Data Protection Officer:	Melissa Houlders	
Managing Agent:	Ben Lee	01342 410122 & 07787 136562
	(RH & RW Clutton)	

In an emergency out of office hours please contact one of the phone numbers listed above.

The Priceholme address is:
Munnion Road, Ardingly, Haywards Heath, West Sussex, RH17 6RU

The office telephone number is: 01444 892419
E mail: priceholme1@btconnect.com

Registered charity number: 1185571

Section 2 – History, Governance and Management

Historical note:

Priceholme was founded by Sir Henry Price, the “fifty shilling tailor”. He was a self-made man who revolutionised the clothing industry by introducing mass-production. For the first time the ordinary man in the street could afford to buy a new suit.

In 1936 he bought Wakehurst Place, restoring the house and continuing the development of the beautiful gardens. When he died in late 1963 he gave Wakehurst to the National Trust. For many years now it has been their most visited property in the country.

Sir Henry set up the Priceholme Trust in 1959 and the building of Priceholme was completed in 1963. It was established to house his retired gardeners and farm workers, as well as others from a horticultural and agricultural background.

Constitution:

The Priceholme Trust CIO is a registered charitable incorporated organisation governed by the Charity Commission – registered charity number 1185571. It is a member of the Almshouse Association. The original Trust Deed is dated the 16th of February 1959.

Management:

The trust is governed by a board of local, voluntary trustees. Day-to-day management of its affairs is delegated to the Scheme Manager who works Mondays to Fridays. There is a Managing Agent who provides secretarial and financial support and who also has a role as Clerk of Works. Trustees visit regularly and are available to the manager and residents.

The Almshouses:

The charity manages unfurnished dwellings which were designed with the needs of older people in mind. There are 12 double flats and 10 single flats each of which has a small area of garden within the communal gardens.

The principle behind everything that the Trust 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 trust itself or from outside agencies, should the need arise. Above all the Trust respects residents’ privacy.

Section 3 – Health & Safety

Nearest Doctor and Pharmacy

Lindfield Medical Centre, High Street, Lindfield Tel: 01444 484056
Newtons Medical Centre, Heath Rd, Haywards Heath Tel: 01444 412280
Abbotts Pharmacy, High Street, Lindfield Tel: 01444 483130
(this pharmacy collects and deliver prescriptions from and to Priceholme)

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 Manager to be made aware of it so that appropriate action can be taken in an emergency. Anything you tell the Manager will be kept in confidence within the charity. You will be asked to sign a GP authorisation form but this will only be used by the Manager or Trustees if absolutely necessary.

‘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 flat the other is displayed on the fridge where the information is kept. Please ask the Manager for further details.

The Emergency Call System

If residents need, or wish to have, an emergency call system the Manager will put you in touch with the Community Link Service. Rental of their HDC alarm service is to be arranged and paid for directly by residents.

Emergency Contact Details

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

It is important that you let the Manager have details (names, addresses, and telephone numbers) of these essential contacts. If the details change from time to time, please remember to inform the charity.

Legionella

For the avoidance of Legionella residents need to run their showers on full power and at maximum temperature for 15 minutes every 3 months. It is also advisable to run the shower in this way if it has not been used for a while, for example if you have been away, even just for a few days. Further updates will be posted on the communal notice board.

Fire Precautions

Please carefully read the laminated Advice to Residents. You are advised to keep the advice in a prominent place in your flat.

Avoiding the Risk of Fire: 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. It is especially important that those who smoke in their own almshouse dwelling do so responsibly and are aware of the risk of falling asleep or getting too close to curtains while smoking. Do not wedge doors open or leave chip pans unattended and use ash trays if you smoke. Smoking in the communal parts of the building is strictly forbidden.

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. All reasonable precautions will be taken to keep them hazard-free.

Security

Please consider the following:

DO: keep your front door locked at all times. If you have a chain it should only be used to open the door a few inches when identifying callers. It must **not** be kept in permanent use as this may prevent access in an emergency

Do keep any cash and valuables safely concealed

DO NOT: allow a stranger to enter your home without proof of identity. If you are in doubt ask to see ID through the window

Do not leave windows open when you are away from the flat.

The **back gate** which leads to the village **MUST** be kept locked at all times. This is a deterrent to unwelcome visitors and is important for your security,

BE AWARE OF bogus officials or doorstep salesmen. Always ask for proof of identity. Never allow anyone claiming to be gas, electricity or water meter readers to enter the dwelling. Please refer them to the Manager.

Keys

The Manager holds a master key which can open your front door, but it will only be used in an emergency or with your permission. You must not fit locks and chains 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. Never leave the key in the lock on the inside of your front door as this would prevent access in an emergency.

Section 4 – Terms of Occupancy

Letter of Appointment:

Your Letter of Appointment, of which you have a copy, explains that you occupy the almshouses 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 when Trustees believe that they have no alternative.

Examples of such circumstances are if:

- A resident was no longer able to look after him/herself safely or to live independently, even with the help of social services or family support. Live-in carers are not permitted.
- The resident consistently failed to pay weekly maintenance contributions (WMC) on a regular basis without good reason.
- The resident's behaviour was deemed to be unreasonable and anti-social, either in respect of other residents or members of staff.
- The resident's circumstances changed significantly to the extent that they were 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 of 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 charity would only set aside an appointment as a last resort after every effort had been made to resolve the issues.

Weekly Maintenance Contribution (WMC)

WMCs are paid by Standing Order monthly in advance. If you are entitled to Housing Benefit and are experiencing difficulties in claiming please speak to the Manager.

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

- Building repairs and maintenance
- Servicing and repair of water, gas and electrical installations
- Decoration costs when necessary
- Insurance of communal areas

Visitors – family and friends

Visitors staying 3 or more nights must have the consent of the Manager

Absence from Home

The flats are intended for people for whom Priceholme is their only home. If you are to be away for 3 or more nights please inform the Manager. If you go away for any length of time, please inform the Manager of your temporary address and contact phone number. Should you return earlier than planned or stay away longer, please let the Manager know immediately as it is important in an emergency to know if any residents are away.

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 of more than 28 consecutive days in any one year, please would you explain the circumstances to the charity and ask permission.

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

On your return please follow the guidelines for the avoidance of legionella which are included in the Health & Safety section of this booklet.

Improvements to your home

You must not carry out any improvements, alterations, repairs or decoration to your home without first seeking the permission of the Manager.

As the Trustees have responsibility for the long-term maintenance of the almshouses, they have to consider individual resident's 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

As stated in your Letter of Appointment neither Priceholme nor its garden and grounds may be used as a place of business, either from where to conduct business or to store items connected with running a business.

Pets

No pets may be kept at Priceholme

Moving out

If you wish to vacate the almshouse, you must give the Trustees written notice of at least one calendar month. During this 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.

When a property is vacated unexpectedly the Trustees will allow next of kin or a resident's representative reasonable time to remove the effects left behind. WMC and utility bills need to be settled until the flat is cleared. If there is no next of kin or representative able or willing to remove the effects the Trustees will give notice that after a 30 day period they will arrange for the property to be cleared and for the disposal of its contents.

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. Weekly maintenance contributions should be paid up to the departure 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 to another you should contact the Manager 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 trustees. Double flats will only be offered to single people in exceptional cases of need.

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 Chairman of Trustees. All such matters will be dealt with in confidence.

Section 5 – Services Provided

The Scheme Manager

The Scheme Manager supports the general wellbeing of residents without interfering in their lives or intruding on their privacy. The Scheme Manager is not a trained carer and cannot therefore offer personal care support. She can, however, liaise on your behalf with a wide range of local health and social services to ensure that you receive the help you need to remain safe and independent in your home. These services might include help with personal care and hygiene, meal preparation and provision, cleaning or shopping or the provision of physiotherapy or occupational therapy aides for use around the home.

The Scheme Manager also looks after the building, in conjunction with the Managing Agent. In an emergency the Manager will call for help on your behalf and notify your family or friends.

The Manager usually works Monday, Tuesday, Thursday & Friday. Her “Office Hour” is from 9.30 to 10.30. She lives off site but in a genuine emergency you can contact one of the Trustees whose numbers are in Section 1 of this handbook and are also on the notice board. They should not be contacted for routine matters that could be left until the following day.

The Manager will visit anyone who might need assistance and is available to everyone. If she is not in the office please leave a note and she will visit as soon as possible.

Notice Board

There is a notice board in the communal hallway which displays the Managers’ hours and other information that may be of interest.

Common Room

There is a Common Room and kitchen for the use of all residents and their visitors. The Common Room is used by the Trustees for meetings and for any events organised by the Trustees and Managers but residents are very welcome to use this facility for social and family events. Bookings must be made through the Manager.

Laundry Facilities

The almshouses provide a laundry room with 2 washing machines, 2 tumble driers and a spin drier. You will be shown how to use the machines and tokens can be purchased from the Manager during her working hours. Wash tokens are £3 each, dryer tokens are £1.50. Please do not use the laundry room before 8am or after 8pm.

The Workshop

The workshop is situated behind Flat 1 and is for everyone's use. Please show consideration to other users when leaving and make sure there is plenty of working space and storage available.

Furniture and Fittings

Although the almshouses are unfurnished, the Trust is responsible for providing carpets and cookers.

Gardens

Priceholme is fortunate to have substantial gardens. The maintenance of the communal areas is the responsibility of the charity but the area of garden which belongs to an individual flat is the responsibility of the resident. Allotments are available to residents on request to the Manager. Residents tending more than one allotment may be asked to give one up to an incoming resident.

Repairs

The trust is responsible for both external and internal repairs and decoration to your home and the communal parts. Please report all necessary work to the Manager who will arrange for it to be carried out.

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.

Television

There is a communal television licence at Priceholme which covers everyone over the age of 60 who does not work. The cost of this licence is £7.50 yearly per person. The licence is free to anyone aged 75 and over. The large television in the common room is for everyone's use, both communally and individually.

Cleaning

You are responsible for keeping your own flat clean, including cleaning the windows inside and outside. If cleaning becomes difficult or you cannot clean the windows safely, please advise the Manager who will make alternative arrangements. There is likely to be a small hourly charge if this becomes necessary.

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

Maintenance

All decoration and general maintenance of the Almshouses is undertaken by the Trust. Residents are required to keep their almshouse clean and tidy.

All non emergency maintenance issues are to be reported to the Manager during working hours. Emergency issues must be reported immediately to the Manager if she is on site or to one of the Trustees on their home numbers (see section 1 of this handbook).

Refuse collection and recycling

The bins are located in the car park and are emptied on a 2 week rotation each Wednesday, i.e.

Landfill rubbish (black lids) one week then Recycling (blue lids) on the alternate week

We have garden waste bins (green lids) that are emptied every 2 weeks

Telephones

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

Costs and Utilities

Residents are responsible for their own gas bill, council tax, telephone bill and Sky TV if installed. The electricity is billed by Priceholme quarterly. An individual reading is taken from each property and you will be billed for the electricity you have used. A charge for the electricity used in the communal areas and for the outside security lighting is included in your WMC. Priceholme residents are not eligible for the government warm home discount scheme.

Help is available from Mid Sussex District Council with Housing Benefit and Council Tax depending on your circumstances. The Manager can advise you where to go for this help.

Parking

There is a big enough car park for each flat to park one car but please be sure that neither you nor your visitors block the entrances as it is important to leave the way clear for ambulances or fire engines attending in an emergency. Also please do not block access to the bins. Please do not bring your car up to the communal area unless strictly necessary. If you have more than one vehicle one of them must be parked appropriately on the road. If you need to park a large van or similar please discuss with the Manager who will advise you as to the best place to put it.

Insurance

The charity insures the building, the communal areas and its own contents. Residents are responsible for insuring the contents of their own flat.

Section 6 – General Information

Local shops & Places of Interest

The village of Ardingly has:

A shop which sells basic groceries

Fellows Bakers in Street Lane

Royal British Legion Clubhouse

2 pubs – The Ardingly Inn and the Gardener’s Arms

Wakehurst Place – a National Trust property which has extensive gardens managed by the Royal Botanic Gardens, Kew. There is a large NT shop and cafe.

Other NT properties nearby are Sheffield Park Garden and Nymans Gardens.

Lindfield has a Co-op, butcher, greengrocer, baker, 2 chemists and several coffee shops and pubs.

The nearest supermarkets are Sainsburys and Waitrose in Haywards Heath and Asda in Crawley (both accessible by bus). For drivers there is Sainsburys and Aldi in East Grinstead, Tesco in Three Bridges or Burgess Hill.

BUS TIMES are available on the notice board.

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 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 but you will find a warm welcome should you choose to do so.

Social Media

Those residents and their family members using social media such as Facebook and Twitter, are asked to respect the fact that no views should be expressed via social media about the charity, its trustees, residents or staff.

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 in Haywards Heath will be able to suggest names.

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.

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 Manager or any of the Trustees and your concerns will be treated in the utmost confidence.

Complaints and Grievance Procedure

Introduction: Trustees can only resolve difficulties and improve the service that is offered if they are aware of difficulties or genuine complaints. It is important, in building upon the trust between Trustees and Residents, that Residents are encouraged to speak up when things go wrong without fear of prejudice or recrimination. It is equally important that the individual acts solely in his/her own interest and does not act as a self appointed spokesperson allegedly on behalf of some or all of the other residents.

Procedure: The following outlines a procedure to be followed if any resident wishes to raise a complaint in connection with his or her almshouse or about services provided by the charity in relation to the almshouses:

1. Minor matters, such as small maintenance items, should be referred to the Scheme Manager when they arise. These matters should be attended to without delay.
2. If the Scheme Manager is unable to resolve minor matters or, if there is a persistent problem with noise or matters affecting health and safety, the Resident should refer this to the Chairman of Trustees in writing either via the post box outside the Manager's office or at the address at the bottom of this page. Trustees must ensure that all communications about complaints will be treated confidentially.
3. If the complaint is about staff employed by the charity, other residents or a serious breach of health and safety regulations, the Resident should put the complaint in writing at the outset to the Chairman of Trustees via the Manager's post box or at his home address (see below), with a formal request for it to be considered by the Trustees at their next meeting. The Resident should then be entitled to attend when the complaint is being heard by the trustee body and may be accompanied by a friend, advocate or professional advisor.
4. Trustees must write promptly to the Resident to advise of the action taken to resolve the complaint or difficulty.
5. The charity is not obliged to progress the complaint further beyond the trustee body. However residents may wish to take the complaint to a local Councillor or their Member of Parliament.

Section 8 – Policies

Copies of the following Priceholme Trust CIO Policies are available at the office:

- Conflict of Interest
- Data Protection
- Equality & Diversity
- Health & Safety
- Lone Worker
- Safeguarding

Chairman of Trustees: Tobin Dennis

Address: Townhouse, Church Lane, Ardingly RH17 6UR

This Resident's Handbook has been drawn up with reference to advice from the Almshouse Association and the Charity Commission, and will be reviewed by the Trustees annually.

THE PRICEHOLME TRUST CIO

Advice to Residents when the Fire Alarm Sounds

If the fire is in your flat:

Leave your flat immediately by the nearest door and muster in the car park.

Do not stay to collect valuables.

If the fire is not in your flat:

Please leave by your front door and muster in the car park
(leaving by the front door will ensure a swifter & safer evacuation).

Do not stay to collect valuables.

**PLEASE ASSUME THAT THERE IS A FIRE WHEN THE ALARM SOUNDS
unless and until you are otherwise informed.**

**IF YOU BELIEVE THERE TO BE A FIRE IN ANY PART OF PRICEHOLME
PLEASE IMMEDIATELY DIAL 999 AND ASK FOR THE FIRE BRIGADE.**

**If there is a fire in your flat but the alarm has not sounded please break
the glass and sound the alarm on the unit by your front door.**

**Please act as good neighbours and check others are safe WITHOUT
placing yourself in any danger.**

**If there has been a major incident and the emergency services have
been called please call one of the Trustees.**

**Electric blankets can be hazardous. If you would like to have your blanket
safety checked please inform the Manager.**

APPENDIX II

THE PRICEHOLME TRUST CIO

INDEPENDENT LIVING

The Trustees make clear the requirement for resident beneficiaries of the charity to be capable of *independent living*. We will review with you the implications where this is not possible, because the *Letter of Appointment* and our *Trust Deed* may ultimately require the Trust to set aside a resident's appointment when illness or disability impair independent living and there is resulting danger to the resident, their fellow residents or the Trust's property.

In assessing the capability for *independent living* by a resident, the Trustees will have particular regard but not sole regard for the following six criteria:

1. **Accident Risk:** the resident's ability to identify, respond to or avert an accident independently particularly when on his/her own and to take steps that do not make a bad situation worse and without the attendant risk of exacerbating the situation for themselves or others;
2. **Fire Risk:** ability to identify, respond to or avert a fire incident independently particularly when on his/her own and to take reasonable steps that do not make a bad situation worse and to do so without the attendant risk of spreading fire for him/herself or others;
3. **Evacuation:** in the event of fire or other dangerous hazard, the resident's ability to evacuate the building quickly and independently, particularly when on his/her own and to take any reasonable steps to ensure the safety of others;
4. **Consequential impacts on others:** the resident's ability to conduct him/herself so as not to present inconvenience, danger or other hazard to other residents, agents or the property by ensuring he/she is independently able to manage the effects of their own actions; to ensure that fellow residents are able to enjoy harmonious occupation without stress or worry for their own or their fellow residents' well-being;
5. **Danger to self:** the resident's ability not to put him/herself in harm's way, to take his/her own reasonable steps to avoid this and to take appropriate mitigating action as needed to ensure his/her safety, that of others and of the property;
6. **Security:** the resident's ability to be responsible for his/her property, to know how and when to lock or unlock front doors, to whom responsibly to admit access, whether during the day or at night, independently and particularly when on his/her own, making any secure arrangements for this that might be appropriate to the circumstances.

Where, following consultation with you, your family or other representative, we conclude the *independent living* requirement can no longer safely be met, we will, within the course of the next 30 days following that consultation, issue a "*Notice to Set Aside an Appointment*" requiring the vacation (and our possession) of the flat by a due date that we shall declare.