

Quay Courtyard & Compass Court



Quay Courtyard and Compass Court are set in a beautiful complex of 32 homes. We are adjacent to the River Stour and many properties enjoy a panoramic view.



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Leasehold Scheme Officer

The Leasehold Scheme Officer for Quay Courtyard and Compass Court is Shane Callender. Shane can be contacted on 01206 396816

Daily checks are made to every property when he is on duty. This is usually a personal visit or through the helpline system. You are able to opt out of the daily checks if you wish to do so.

Security

The Leasehold Scheme Officer may ask you for some information to assist him in his role, including your next of kin details and other contacts. Please remember to let him know if any of these details change. It is important to let the Leasehold Scheme Officer know if you are staying away over night, so that in an event of an emergency at Quay Courtyard and Compass Court, he will know that you are not at home.

Guest room

For relatives who may travel some distance to visit, there is an en-suite guest room. Situated on the first floor, it has twin beds, as well as tea and coffee making facilities. The guest room can be booked through the Leasehold Scheme Officer on 01206 396816.

Careline Helpline

There is a Careline helpline pull cord system installed in every room of your property and in communal areas. When you pull one of these cords, you will automatically be able to speak to the Leasehold Scheme Officer. If the Leasehold Scheme Officer is off duty, you will be put through to the control office at Careline, and someone will be able to help you. Whoever it is that answers your call, they will speak to you through a control box which is usually situated in the hallway. The Leasehold Scheme Officer or Careline can call emergency assistance for you and a relative or friend on your behalf.

Please do not tie up the pull cords.

The bright orange pull cords have been designed so they can be easily reached should you have a fall in your home.

Repairs and maintenance

Colne is responsible for looking after the communal parts of the scheme; this includes entrance ways, halls, gardens and shared utilities and facilities that are used by all of the residents. You are responsible for all of the fixtures and fittings and the decoration of the inside of your property. However, there may be other items that are your responsibility, so you should refer to your lease. The feeding of birds within the grounds is inadvisable, as this may attract vermin. Your cooperation with this matter is appreciated.

Local information

Chiropodist: 01206 251504

Dentist: 01206 393744

Doctors

Manningtree: 01206 397070

Lawford: 01206 392617

Ardleigh: 01206 230224

Transport

Taxi: 01206 393333

Bus: There are regular services to Harwich, Colchester, Clacton and Ipswich

Train: There are regular services to London, Harwich and Ipswich. Call 08457 484950 for timetables.

Paramedic

Emergency: 999 or 112 from a mobile

Non emergency: 111

Police

Emergency: 999 or 112 from a mobile

Non emergency: 101



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We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

**Colne Housing
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Text Service: 07539 114114

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Website: www.colnehousing.co.uk

Registered with the Regulator of Social Housing (LH1651) and under the Co-operative and Community Benefit Societies Act 2014 (20799R) with exempt charitable status.

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