



# SLOVENSKI STANDARD

## SIST-TS CEN/TS 16118:2012

01-julij-2012

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**Oskrbovana stanovanja - Zahteve za storitve za starejše, zagotovljene v sistemu oskrbovanih stanovanj**

Sheltered housing - Requirements for services for older people provided in a sheltered housing scheme

Betreutes Wohnen - Anforderungen an Dienstleistungen für ältere Menschen im Rahmen der Wohnform Betreutes Wohnen

Foyers logements - Exigences relatives aux prestations de service fournies aux personnes âgées dans le cadre d'un ensemble foyer-logement

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**Ta slovenski standard je istoveten z: CEN/TS 16118:2012**

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**ICS:**

03.080.99	Druge storitve	Other services
91.040.30	Stanovanjske stavbe	Residential buildings

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TECHNICAL SPECIFICATION  
SPÉCIFICATION TECHNIQUE  
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**CEN/TS 16118**

March 2012

ICS 03.080.99

English Version

**Sheltered housing - Requirements for services for older people  
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Foyers logements - Exigences relatives aux prestations de  
service fournies aux personnes âgées dans le cadre d'un  
ensemble foyer-logement

Betreutes Wohnen - Anforderungen an Dienstleistungen für  
ältere Menschen im Rahmen der Wohnform Betreutes  
Wohnen

This Technical Specification (CEN/TS) was approved by CEN on 30 January 2012 for provisional application.

The period of validity of this CEN/TS is limited initially to three years. After two years the members of CEN will be requested to submit their comments, particularly on the question whether the CEN/TS can be converted into a European Standard.

CEN members are required to announce the existence of this CEN/TS in the same way as for an EN and to make the CEN/TS available promptly at national level in an appropriate form. It is permissible to keep conflicting national standards in force (in parallel to the CEN/TS) until the final decision about the possible conversion of the CEN/TS into an EN is reached.

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COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

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## Foreword

This document (CEN/TS 16118:2012) has been prepared by Technical Committee CEN/TC 385 “Project Committee - Services for sheltered housing for the elderly”, the secretariat of which is held by ASI.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to announce this Technical Specification: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

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## Introduction

Increasing focus has been placed on services to help people sustain and improve their capacity to live independently in their accommodation and a range of sheltered housing services has been developed by a myriad of providers across Europe.

With so much choice available, it is important to demonstrate that such services deliver consistency, customer satisfaction, and value for money.

The work of CEN/TC 385 is to standardize the requirements for delivering sheltered housing services, working with partners across Europe and taking account of national standards and recognised codes of practice.

This CEN Technical Specification (CEN/TS) intends to provide a guideline for quality assurance in the sheltered housing market. Its application is voluntary. It defines minimum quality standards regarding the services which should be made available by providers. These quality standards serve as guidance for the providers if they wish to offer sheltered housing. At the same time the CEN/TS intends to make the services offered for this type of housing more transparent for the consumers.

## 1 Scope

This CEN/TS applies to all providers of sheltered housing irrespective of the legal form of ownership and whether the service is publicly or privately funded. Its primary purpose is to improve and maintain standards of sheltered housing services and not that of the building design or specification.

This CEN/TS primarily applies to new build sheltered housing schemes, but providers may choose to apply this to existing schemes where circumstances permit.

This CEN/TS refers to facilities of sheltered housing for older people living in a sheltered housing scheme only and is not applicable to services required for nursing homes.

## 2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 2.1

#### **sheltered housing**

services for older people living in an accessible dwelling in a sheltered housing scheme, comprising basic services and optional services allowing them to live independently and to feel secure

Note 1 to entry The services are provided to support an independent and self-determined manner of living and managing a household as well as the integration of the individual into the residential community and the neighbourhood. The sheltered housing services are not based on those of a nursing home.

### 2.2

#### **basic services**

minimum package of services provided for sheltered housing residents in all cases

### 2.3

#### **optional services**

any other services that exceed the basic services and from which residents are free to benefit on a voluntary and individual basis

**CEN/TS 16118:2012 (E)****2.4****sheltered housing scheme**

buildings and external spaces which make up a particular sheltered housing development including the dwellings, common rooms, circulation spaces and garages (where provided)

Note 1 to entry "scheme" is used for "sheltered housing scheme".

**2.5****main provider**

legal body (e.g., a municipality, private company, charity or community of owners) which is responsible for ensuring that the provisions of the sheltered housing are fulfilled

**2.6****service provider**

organization that enters into a contract with the resident and/or the main provider for the provision of basic and/or optional services

**2.7****service coordinator**

person in charge of coordinating the services provided within the sheltered housing on behalf of both the main provider and the residents

**3 Transparency of the services offered****3.1 General**

The main provider shall fulfil the following requirements. Where properties are being resold by a current owner, responsibility for provision for ensuring the purchaser has accurate information will be shared between the vendor, the purchaser, their legal advisers and the main provider.

**3.2 Written information on the offer****3.2.1 General**

The handover of information shall be documented.

The information provided shall be transparent for the consumer and formatted in such a manner as to facilitate comprehension.

The information shall give the date when it was issued to the consumer. The information documents shall indicate when they were last updated and be up to date.

The information shall be given to the prospective resident before conclusion of the contract either at or if possible, before the first consulting session.

The required information (see 3.2.2 to 3.2.7) shall be given in writing to the prospective resident in the following form:

- a) information sheet on the scheme design (see 3.2.2) and dwellings (see 3.2.3);
- b) catalogue of services and prices of the basic services;
- c) catalogue of services and prices of the optional services;
- d) scheme rules;



- e) contracts (contract of rental/sale, contract for services).

### 3.2.2 Scheme

The information on the scheme shall at least contain statements on:

- a) main provider's address and contact data;
- b) contact person (function, phone numbers, and e-mail address);
- c) year of construction;
- d) size of the scheme (number of dwellings);
- e) services provided in the scheme;
- f) layout of the scheme;
- g) type and amount of common facilities (e.g., therapeutic bath, reading room, café, sauna, sports facilities, function rooms);
- h) accessibility of the building;
- i) accessibility of the area and of the building entrances, open spaces and connecting paths;
- j) security measures;
- k) map of the area showing local infrastructure;
- l) guest rooms in the scheme;
- m) environmental performance;
- n) facilities and parking spaces for mobility scooters, power wheelchairs and wheelchairs;
- o) parking spaces for cars: disabled, visitor and resident.

### 3.2.3 Dwelling

The information on the dwelling shall at least contain statements on:

- a) size of the dwellings referring to national standards;
- b) location of the dwelling in the scheme;
- c) layout of the individual dwelling;
- d) equipment of the dwelling;
- e) type and location of any storage rooms;
- f) possibility for the installation of additional equipment (e.g., washing machine, electronic devices);
- g) admissibility of pets;
- h) special terms and conditions regarding use of dwellings;
- i) environmental performance.

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**CEN/TS 16118:2012 (E)****3.2.4 Basic services**

The information on the basic services shall contain statements on:

- a) name and full contact details of main provider together with an identified contact person;
- b) names and full contact details of other service provider(s) (if applicable) together with the identified contact person(s);
- c) catalogue of basic services;
- d) essential information on sub-contractors providing basic services.

It shall be clarified that basic services do not include care services.

**3.2.5 Optional services**

The information on the optional services shall at least contain statements on:

- a) free choice of optional service provider;
- b) catalogue of optional services;
- c) co-operation with external optional service providers.

**3.2.6 Cost and financing**

The information on costs and financing shall at least contain statements on:

- a) range of minimum to maximum rent or sale/offer prices per dwelling;
- b) known or calculated operating costs (monthly average) per dwelling;
- c) maintenance charges (monthly average);
- d) any other charges;
- e) possibility of acquisition of property;
- f) detailed cost for basic service per month;
- g) any non-recurring costs at the commencement or conclusion of the contract;
- h) cost per car parking space;
- i) details of deposit system and mandatory insurance if any.

A pricelist for optional services shall also be provided.

**3.2.7 Additional written information**

The additional written information shall at least contain statements on:

- a) occupancy restrictions;
- b) possibility of and conditions for a trial stay;

- c) handling of complaints and who to contact in case of complaints;
- d) contractual arrangements;
- e) pre-contractual information session;
- f) governance arrangements (e.g., residents' committee);
- g) advocacy and personal advisor.

### 3.3 Oral information on the offer

#### 3.3.1 General

To ensure the transparency of the offer and for the orientation of prospective residents, an oral consultation on the services provided by the service provider shall be given in addition to the written information, except in those cases where the prospective resident explicitly abstains from this. Special consulting agencies and/or consumer advocates shall be pointed out to ensure that the prospective resident can get information from an independent body.

The intention of the consultation shall be to ensure that the offers of the main provider and service provider and the expectations of the prospective resident are aligned.

The main provider shall ensure that the pre-contractual consultation is carried out by an appropriately informed and competent person. Consultation on the services and the housing offer can take place in a shared session. Where separate consultations are provided by the main provider and the service provider, it shall be ensured that all aspects of 3.2 are dealt with.

The consultation on the service concept shall take place at least one day before the signing of any contract.

During the pre-contractual consultation, a guided tour of the scheme and the dwelling shall be offered.

The pre-contractual consultation shall be free of charge and non-binding.

Information on all aspects of 3.2.2 to 3.2.4 shall be given with the help of the written information.

#### 3.3.2 Information on the services

Information on the following aspects of the services shall be given:

- a) clarification of the written information material (if needed);
- b) explanation of the contractual arrangements.

The main provider shall make every effort to ensure that prospective residents have information on which to base an informed decision about moving into the scheme, to ensure that the prospective resident's needs and expectations can be met in the sheltered housing, taking into account particularly:

- a) the prospective residents' reasons for moving in;
- b) their ability to sustain independent living, with available support;
- c) their need for provided support.

It shall be made clear to the prospective resident that sheltered housing does not provide the same level of assistance as a nursing home (and that further arrangements will be required in the event of loss of independence).