

This leaflet gives information about our sheltered schemes in Farnborough in Kent, Sidcup in Kent and Crawley in Sussex.

Sheltered housing is let to those who are 55 and over (or 50 if they have a disability) who can manage their own homes but may need low level support. We provide this support through either a Sheltered Scheme Manager or a central control office where emergency calls are received. In an emergency, residents call for help by pulling a cord in their flat which is linked to an intercom system. This call will go either to the Scheme Manager if they are on duty or the central control office. Sheltered housing is independent living and not the same as a care home.

Where are your sheltered housing schemes?

We have four sheltered-housing schemes, in the following areas.

- | | |
|--------------------------------------|-----------------------------------------------------------|
| • Darrick Wood, Farnborough, Kent | 25 one-bedroom flats, 25 studio flats |
| • Tarling Close, Sidcup, Kent | 1 two-bedroom flat, 25 one-bedroom flats, 13 studio flats |
| • Sunningdale Court, Crawley, Sussex | 18 one-bedroom flats, 1 studio flat |
| • Perryfield House, Crawley, Sussex | 1 two-bedroom flat, 9 one-bedroom flats, 9 studio flats |

What does a Sheltered Scheme Manager do?

The Sheltered Scheme Manager is responsible for the day-to-day management and supervision of the scheme. This means providing help and support without interfering in the lives of residents. The scheme manager will do the following:

- with your consent, create a personalised support plan when you move in.
- contact you daily, if you would like them to, to make sure you are okay.
- answer emergency calls and get help.
- act as a link to other support services, for example social and welfare services, health services etc.
- encourage activities in the shared lounge. Subject to staff availability, these may be organised by the Scheme Manager or residents themselves. This may be coffee mornings, regular activities or special events.
- send a regular newsletter.
- oversee all maintenance issues in shared areas and pass on repair requests for residents who are unable to do this for themselves.
- manage the health, safety and security of the scheme. (including testing fire alarms, emergency lighting and emergency pull cords).

The scheme manager will not:

- give medication;
- provide a nursing service;
- do your shopping or collect prescriptions
- or do maintenance repairs or assist with heaving lifting or moving

When will emergency calls go through to the central control office?

Emergency calls will go through to the central control office when the scheme manager is off duty. This is usually all weekend and when the scheme manager is not working.

Who is eligible?

In order to qualify for sheltered housing **you must:**

- ◆ be over the age of 55 (50 with a disability)
- ◆ be able to live independently

You cannot move in any other household members who do not meet this criteria. You do not have to be retired, unwell or vulnerable to qualify.

Do I have the same legal rights as other tenants?

Yes. It is important to remember that a sheltered-housing scheme is not a residential home. In sheltered housing you have the same legal rights as other tenants and have to keep to the same tenancy conditions.

Is there a guest room?

This is different at each scheme. For a small fee and on a first-come first-served basis, your guests may rent one of the guest rooms:

- Darrick Wood - one double bedroom. Guests must use the bathroom facilities of the person they are visiting
- Sunningdale Court & Perryfield House - one twin room shared between the two locations. Guests must use the bathroom facilities of the person they are visiting
- Tarling Close - one twin room with ensuite facilities

Guests are expected to provide their own sheets, duvet covers and pillow cases.

Are there shared activities?

Each of our sheltered-housing schemes has a shared lounge for residents. Activities in the lounge will depend on what the residents want to do. Activities may include:

- coffee mornings;
- Talks & presentations;
- special celebrations

We encourage you to organise your own activities and are keen for all residents to feel part of the community.

Is there a laundry?

This is different at each scheme.

- At Darrick Wood there are coin-operated laundry and dryer facilities.
- At Perryfield House and Sunningdale Court in Crawley, only tumble dryers are available. You can buy tokens for the machines from the scheme manager.
- At Tarling Close there are no laundry facilities.

Who does the cleaning and gardening?

In your service charge you pay a contribution towards cleaning and gardening in the shared parts of the scheme. You are responsible for the cleaning and (where appropriate) gardening at your flat. If this causes you any problems, please discuss it with the scheme manager who will try to get help for you. You may, of course, need to pay for the help provided.

Can I keep a pet?

Like all of our tenants you may keep a pet. You must get our permission in writing before keeping a dog, cat or most pets. You do not normally need permission to keep fish or one or two small caged birds, unless they are likely to cause a nuisance to neighbours.

You must keep your pet under control. If it causes a nuisance we may insist you remove it from your home. We would strongly advise you only keep a pet if you have someone who can look after it (if necessary), particularly if you are taken ill and need someone to care for your pet at short notice. The scheme manager cannot be responsible for pets, even on a short-term basis.

Can you advise me about welfare benefits?

Yes. Our Rent Income Officer will advise you on what benefits you may be able to claim. We advise all our tenants to ask for a check which can be done in your home or the Scheme Managers office. Please ask the Scheme Manager or Housing Officer about this service.

What is a support charge?

This is an additional charge to your rent and service charge for support services such as the Sheltered Scheme Manager and the link to the central control office.

What if I can't get to the door in an emergency?

The Scheme Manager holds a master key so that they can get into your home in an emergency. No one will be allowed into your home with the master key unless there is an emergency. You should be aware that installing extra locks, bolts and door chains could make it harder for us to get into your flat in an emergency.

What happens if I am too frail for sheltered accommodation?

Sometimes residents need more care and support than is available in sheltered accommodation. In these circumstances, you, your family, social services or the health service will need to agree how your housing and care needs can best be met.

If you decide to go into a residential home for a trial period you are still responsible for the full rent. If you then decide to leave your sheltered flat permanently, you will be responsible for the rent until the four weeks' notice of ending your tenancy has run out.

What is the Housing Officer's role?

The Housing Officer manages a group of properties and deals with tenancy matters. This includes:

- allocating vacant properties;
- making sure you keep to the conditions of your tenancy;
- managing anti-social behaviour & nuisance
- advising tenants who want to move; and
- supervising the scheme manager.

If you have any questions about your rent charges or payments, please ask the Rent Income Officer. Apart from the Scheme Manager, you can contact all other staff at our office. Phone: 01689 889700.

What insurance do you provide?

We insure the structure and fixtures of your home against fire, flood and burglary damage, but this does not cover your personal possessions. We strongly recommend you insure the internal decorations and contents of your home. Insurance need not be expensive - any good insurance company will give a free quotation.

Smoke alarm

If you have a battery-operated smoke alarm that we have provided, you are responsible for replacing the batteries. If you need advice or help with this, please discuss it with the Sheltered Scheme Manager.

Questions?

If you have any questions about anything in this leaflet, please contact the Sheltered Scheme Manager or Housing Officer.

Hard to read?

If you would like this document in another format, such as large print or a coloured background, or if you would like this or any of our leaflets translated into another language, please contact our office:

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Phone: 01689 889700

Email: enquiries@kenistonha.co.uk