

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

Sheltered housing is let mainly to older people who can manage their own homes but may need individual support. We provide this support through either a sheltered scheme manager or a central control office where emergency calls are received. In an emergency, tenants 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.

Where are your sheltered housing schemes?

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

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

- contact you daily, if you would like them to, to make sure you are okay.
- contact frail or ill tenants at least twice a day. (They will either visit you or call you on the intercom in your flat.)
- answer emergency calls and get help.
- act as a link to other support services, for example social and welfare services, health services and so on.
- encourage activities in the shared lounge. This may be coffee mornings, other activities such as keep fit, or perhaps special social evenings where entertainment may be provided.
- oversee all maintenance issues in shared areas and pass on repair requests for residents' flats (if asked).
- manage the health, safety and security of the scheme.

The scheme manager will not:

- give medication;
- provide a nursing service;
- do your shopping or collect prescriptions (although there may be a prescription delivery service at some schemes); or
- do maintenance repairs.

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 on weekdays when the scheme manager is not working.

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.

Can I join in shared activities?

Of course! 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;
- bingo sessions;
- watching DVDs and TV together; and
- games evenings.

Also, we sometimes organise coach outings and so on. We will encourage you to take part in the shared activities and are keen for all residents to feel part of our community. However, you don't have to join in if you would rather not.

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.

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.

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 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 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 pass key so that they can get into your home in an emergency. No one will be allowed into your home with the pass 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 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 and maintenance matters. This includes:

- allocating vacant properties;
- making sure you keep to the conditions of your tenancy;
- ordering repairs;
- 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 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.



OUR SHELTERED HOUSING

Questions?

If you have any questions about anything in this leaflet, please contact the 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