



WHAT IS SHELTERED HOUSING?

→ Sheltered housing is independent living for older people with housing related support

Sheltered housing is independent living for older people with housing related support provided by a Sheltered Scheme Manager. All accommodation is self contained flats within a scheme plus communal facilities, such as a lounge, laundry and garden.

Each flat is connected to an emergency warden-call system, which is linked to the Scheme Manager during the normal working hours and a call centre after working hours.

The Scheme Manager makes regular checks on you to ensure that you are all right. They will also help you with things such as benefit claims, making medical appointments and social activities.

WHO IS ELIGIBLE?

→ We recognise that different people have different support needs and that needs can change over time

You must be at least 60 years of age before you can become a tenant and you should have some support needs. We recognise that different people have different support needs and that needs can change over time.

When you apply for sheltered housing you will be asked questions about your support needs. This will go into a support plan if you move into a scheme.

MOVING IN

When you move into a sheltered housing property your Sheltered Scheme Manager will explain to you about paying your rent and any bills that are not included within the rent charge. They can also give you advice on applying for Housing Benefit.

You will be given two sets of keys when you start your tenancy. All of our schemes have master keys that enable the Scheme Manager or emergency services to gain access to your flat in an emergency.

WORKING WITH OTHER AGENCIES

→ You will be asked to sign a form giving us permission to share information about you with these agencies

We work closely with other agencies to ensure that you receive appropriate support and are getting all of the services you need. These agencies may include Social Services, support agencies, health services, day centres or dependency services.

You will be asked to sign a form giving us permission to share information about you with these agencies. Although you have signed the form, we will only let others have information they really need to know and we will tell you what information we are sharing with them.