

Housing for 55s and over

A Guide to Sheltered Housing

a secure home and independent living



A Guide to Sheltered Housing

For more information call (01827) 709709 and ask to speak to Housing Services

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This guide explains what is meant by Sheltered Housing and how to apply to ensure this is the right move for you.

Our aim is to help you maintain your independence through the security and privacy of your own home.

What is Sheltered Housing?

Sheltered housing provides people aged 55 and over with another housing choice in Tamworth. Sheltered housing can be flats, studios or bungalows and are let unfurnished.

- Each property has its own front door, bedroom(s), lounge, kitchen and bathroom;
- An emergency intercom alarm system with pull cords in each room available 24 hours per day to give you peace of mind when you need help; and
- Scheme Manager on site Monday to Friday from 8.45am to 5.00pm, although these times may vary (excludes bank holidays).

Facilities and services

There are 11 schemes across the Borough that offer a range of facilities;

- Most have a large centrally located resident's lounge with an active social environment so you will have plenty to do with people of a similar age;
- Some schemes qualify for a concessionary television licence (applicable to people 60 and over only);
- Some have a guest bedroom which may be booked for visiting relatives or family;
- Some have laundry rooms containing washing machines and tumble driers for your personal use and /or any carers;
- Some have a library or reading area which are stocked with books from the mobile library van;
- Some have a 24 hour entrance door entry phone system to give you additional home security;
- Some have lifts to give easy access to the first floor accommodation;
- Some have enclosed private gardens and
- All have Car Parking.



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Who can apply?

Sheltered Housing schemes are suitable for people age 55 and over who can live independently or may need some form of support to live independently. You will first need to fill in our Housing Application form and then return it to us. We will then assess the form and allocate you a banding.

Applications for housing can come to us by;

- Completing an application form yourself;
- Homeswapper, which helps you to swap or exchange your home with another tenant (certain conditions apply):
- Referrals from other agencies such as health authorities and social services; and
- Transferring from other council accommodation.

After this we will arrange for an interview to discuss your needs and the housing options available to you called a 'Needs Assessment'. Let us know at this stage if you need help at your appointment from an interpreter or signer.

Needs assessment - does everyone have one?

Yes. A needs assessment looks at what you need from your home and how any needs can be met.

We will normally carry out a needs assessment within 28 days of receiving your housing application for sheltered housing. Needs assessments are based on what people tell us is important to them.

Can I take my mobility scooter into Sheltered Housing?

This depends on the facilities available at the scheme you are moving to. In most schemes scooters need to be stored in your own home. If you need a scooter please discuss this at your Needs Assessment.

Where does the interview take place?

An interview will be arranged at a Sheltered Housing Scheme of your choice. You will have the opportunity to look around the scheme and the facilities. (If you want to view more than one scheme the manager will be able to make these arrangements during the interview).

Who you can bring with you?

You can ask a friend or relative to be with you.

If after this discussion you want to live in sheltered accommodation, your application will be placed on our waiting list.

How long will I have to wait?

We cannot give a definite timescale as housing can take time to provide. The allocation depends upon what is available and your needs assessment. The more flexible you are with areas and accommodation type the easier it is to match a property to suit you. If you have been waiting more than six months we may re-assess your needs, to check if anything has changed.

Remember, it is important to complete an application form as early as possible.

How much does sheltered housing cost?

The basic weekly rent varies depending upon the type of property and the size of the scheme.

In addition to the weekly rent there are service charges for communal facilities and scheme management costs and for paying your own property utility bills.



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Can I afford Sheltered Housing?

Depending on your income, you may qualify for housing benefit to cover your rent and service charges.

You will be advised of the exact rent charge and service charges if you are offered a property. In the meantime Housing Management will be able to provide an estimate of what you would be required to pay.

Pets

Unfortunately you can not keep pets such as dogs and cats in schemes where people share the same entrances and exits. However caged birds are welcome. Lodgers are not allowed in Sheltered Housing accommodation under any circumstances. This is because the accommodation is specially built for older persons.

Moving In

All Sheltered Housing properties are advertised through the council's 'Finding a Home' service. If you are offered and accept a property we will agree with you a date for signing the tenancy agreement. The tenancy agreement is a legal agreement between us – your landlord and you – our tenant. A date will be agreed for you to collect the keys to your new home.

To ensure you get all the service you require, soon after you move in your scheme manager will discuss your needs and assess any risks involved in living in your flat, and agree a tenancy management plan with you, should you wish.

Your Choices

If after your needs assessment, you feel that sheltered housing is not for you, your housing application will be passed back to the Housing Solutions Team. They will be able to advise you of other housing options.

Who can not live in sheltered accommodation?

Sheltered housing is not suitable for people with severe mental health problems, people needing specialist care, people who need a full range of services provided by a residential home or people who cannot live independently with support from other agencies as the scheme managers role is not to provide individual support (see page 10 for details).

If you can not live in sheltered accommodation we will explain the reason why and how to appeal against this decision.

Appeal Process

If you are unhappy with any decision about Sheltered Housing, you can appeal against the decision. You must do this in writing to the Housing Solutions Manager within 28 days of receiving our decision. You must say why you are asking for an appeal. An independent council officer will investigate your case for you.

Where is Sheltered Housing available in Tamworth?

Ankermoor Court, Rene Road, Bolehall, Tamworth.



Telephone: 01827 65886

Ankermoor Court has 36 one bedroom flats and 4 two bedroom flats, a communal lounge, laundry facilities and a guestroom. This scheme is in a village location with local amenities.

Bright Crescent, Kettlebrook, Tamworth



Telephone: 01827 288367

Bright Crescent has 17 one bedroom flats and 11 two bedroom flats and benefits from communal lounge and laundry facilities. It is on the border with Belgrave. It has good public transport links and is close to local amenities.



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Edward Court, St Georges Way, Glascote, Tamworth

Telephone: 01827 53160

Edward Court has 26 one-bedroom bungalows, 14 one bedroom flats and 1 three bedroom, and benefits from a communal lounge. It is on the border with Amington village has good transport links and is close to local amenities.



Sunset Close / Town Centre

Telephone: 07891 052192

Sunset Close is a combination of one and two bedroom bungalows, 4 one bedroom flats, 3 bedroom flats, and 8 studio flats.

This scheme is located very close to the town centre, good transport links and all local amenities.



Burns Road / Leyfields
Magnolia, Amington

Telephone: 07528 630051

Burns Road has 14 one bedroom bungalows. Magnolia has 13 bungalows and 8 flats and a communal lounge. It is in the heart of Amington. It has good transport links and is close to local amenities.



Oakendale, Pennymoor Road, Stonydelph

Telephone: 01827 896770

Oakendale has 29 one bedroom flats and 1 two bedroomed accommodation, a communal lounge, laundry facilities and guestroom.

It is close to the border with Wilnecote. It has good public transport links and is close to local amenities.



Annandale, Ellerbeck, Stonydelph

Telephone: 01827 896264

Annandale has 21 one-bedroom bungalows, 1 two bedroom accommodation and 8 one bedroom flats. It has a communal lounge, laundry facilities. It is close to the border with Amington. It has good public transport links and is close to local amenities.



Cheatle Court, Hedging Lane, Dosthill

Telephone: 01827 280380

Cheatle Court has 36 one bedroom flats and 1 two bedroom flat. It has a communal lounge and laundry facilities. It is close to the main High Street. It has good public transport links and is close to local amenities.



Glenfield, Lower Park, Kettlebrook

Telephone: 01827 286347

Glenfield has nine studios, 7 one-bedroom bungalows and 18 one bedroom flats plus a two bedroom flat. It has a communal lounge and laundry facilities. It is close to the border with Two Gates. It has good public transport links and is close to local amenities.



Thomas Hardy Court, Goldsmith Place, Leyfields

Telephone 01827 305424

Thomas Hardy has 48 one bedroom flats and one two bedroom flat. It has a communal lounge, laundry facilities and guest room. This scheme has good public transport and close to local amenities and town centre.



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What does the Scheme Manager do?

The role of the Scheme Manager is to provide a customer focused housing management plus service to our sheltered residents, ensuring that our residents are provided with appropriate advice and also assistance to maintain their tenancy.

Scheme Managers are responsible for the facilities management services provided within our Sheltered Housing Schemes which includes maintaining a safe and secure environment within the schemes.

If you have any individual care and support needs your Scheme Manager will signpost you to the most appropriate service to be assessed as to the level of care and support you need.

Any information that you provide to the Scheme Managers will be treated with the strictest of confidence and will only be passed onto your doctor, family, Social Services or other emergency services with your agreement. Your Scheme Manager will discuss this with you when you have moved into your new home.

In each sheltered scheme, the Scheme Managers work from Monday to Friday from 8.45am to 5.00pm (excluding bank holidays), although these times may vary dependent on service requirements.

Scheme Managers are pleased to offer help and advice in any situation - you don't need to wait for an emergency. If they are unable to help you, they will be able to refer you to someone who can.

The Scheme Manager are responsible for the scheme as a whole, including communal facilities and making sure that fire and safety regulations are observed.

Please note that Scheme Managers do not:

- give medicines to tenants. A doctor, nurse or relative must do this;
- pay bills, or deal with any other personal finance for tenants;
- provide domestic or personal care services, such as preparing meals or assisting with bathing; or
- provide 24-hour assistance.

Getting help outside normal office hours

At all other times including when the scheme manager is off duty, you will be connected to the 24-hour community alarm service. That will provide reassurance and contact other services or friends and family as necessary.

How can friends and family help?

It is important that your friends, family and other carers continue to give you support when you move into Sheltered Housing. Wherever possible, the Scheme Manager will try to involve them in the scheme and, with your permission, will keep relatives informed of your health and well being. Things they can do include helping with meals, paying bills, giving medicines and helping with internal decoration and cleaning and responding to emergency calls from Scheme Managers.

What carers can expect from us?

We are committed to recognising the role of carers and to involving them whenever possible, for example by working with your carer and you to assess your needs. We will also direct carers to information and advice they need to help you.

Equal Opportunities

Tamworth Borough Council has a policy to give everyone equal opportunities in the services we provide. We want to make sure that we treat everyone fairly according to his or her needs and we do not discriminate against you on the basis of age, gender, race, colour, ethnic or national origin, disability or sexual orientation.

We will resist and challenge racist and sexist comments or any other offensive comments or abuse or threatening behaviour.

How can I find out more?

If you would like any further information, please call the council on 01827 709709 and one of our operatives will be pleased to help and advise you about our allocation policy which we work to, to make sure those most in need are given council accommodation.



Alternative Formats

If you require this information in another format or language, please phone 01827 709709, or email enquiries@tamworth.gov.uk

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