



Sheltered housing guide

Sheltered housing

This booklet tells you what sheltered housing is all about and gives details of the sheltered housing that the Council owns in the Tendring district.

What is sheltered housing?

Sheltered housing offers support for older residents to assist them to live independently. It is made up of a group (scheme) of unfurnished flats, studio apartments and bungalows designed for the needs of older people. The aim is to provide comfortable, convenient and secure accommodation whilst encouraging residents to maintain full independence.

Who is it for?

Sheltered housing is generally for people over the age of 60, although younger people may be considered in some circumstances – for example, if you have disabilities. There is no upper age limit although residents may need to receive or continue receiving support from relatives, friends or other agencies to enable them to continue living independently.

Is it for me?

There are a number of benefits of living in sheltered housing but also some considerations that you should think about before applying for this type of accommodation.

The main benefits are:

- Security of living in a scheme covered 24 hours a day, 365 days a year;
- Independent living but with companionship and social activities if you want them;
- A visiting Sheltered Support Officer who can help you, if required;
- Use of gardens and patios without having to maintain them;
- Reduced heating bills and less cleaning.

However, the things that you should consider before making a decision about whether sheltered housing is right for you include:

- Is the sheltered housing scheme in the right location for you?
- Are there accessible facilities in the local area, such as shops, doctors and other services you would normally use?
- If you drive, is there adequate parking available? If you don't drive, is the accommodation on a public transport route?
- Would you be happy living in a community exclusively made up of older people?
- Is the accommodation provided suitable for your needs?
- What shared facilities are available, for example guest rooms, laundry etc?

What is the accommodation?

Each of the schemes that we have vary slightly but, as a general rule, they are made up of a number of unfurnished flats, studio apartments and, at some schemes, a small number of bungalows.

Each of these properties will be self contained meaning that you have your own front door and can come and go as you please and have your friends and family visit you.

The main entrance door to the block will be controlled by a door entry system and this can be opened from each individual flat when their bell rings.

The accommodation at all our schemes benefits from central heating and double glazing.

Each individual flat or bungalow is connected to an alarm system enabling help to be called in an emergency. The alarm system can be used to raise a call from anywhere in the property by simply pressing either the pendant that is provided or by pulling the nearest cord to activate the unit. The home unit has a powerful loudspeaker and sensitive microphone, allowing hands free two-way speech to be established between you and the person receiving the call (see under Sheltered Support Officers role and Tendring Careline for further information).

All homes are also connected to a smoke detection system and you will be told about what action to take in the event of a fire when you first move into sheltered housing.

Each sheltered housing scheme also has a number of communal facilities for the benefit of residents. These normally include a communal lounge and kitchen, laundry room and garden, which is maintained by the Council.

In many schemes, residents get together to hold recreational, social and leisure activities and we encourage residents to form together into tenants associations to work with us to improve the services they receive.

However, it is up to each individual resident to decide how much or how little they want to get involved in any activities held in the scheme.

Each scheme also has at least one guest room that can be hired, on a first come first served basis, meaning that your friends and family can come and visit.

Our sheltered housing schemes are in the following locations:

Groom House, Clacton on Sea	St Mary's Court, Clacton on Sea
Belmans Court, Dovercourt	Crooked Elms, Dovercourt
Greenfields, Kirby Cross	Honeycroft, Lawford
Vyntoner House, St Osyth	Mead House, Walton on the Naze
Spendells House, Walton on the Naze	Kate Daniels House, Weeley

You can find out more about each of these on pages 13 to 22 of this booklet.

Sheltered Support Officer's role

Sheltered Support Officers are allocated to each scheme and their main responsibilities are as follows:

- Safety and general welfare of residents
- Dealing with emergencies
- Encouraging communal activities
- Ensuring the building, its facilities and equipment is maintained and kept in good repair.

When you first move in, they will help you settle in, explain how everything works and arrange for any necessary repairs and maintenance. They will also complete a support plan for you. This will include the names, addresses and telephone numbers of your next of kin, your doctor and any other professional agencies that care for you and other relevant information. This information helps to make sure that you are provided with the most appropriate assistance to help you stay independent and look after your health. Your support plan will be reviewed on a six monthly basis or earlier if your circumstances change and we are more than happy for a member of your family or other representative to attend any meetings about this plan. If you have no need for a support plan you will still be expected to attend a quarterly review so that any change in your circumstances or needs can be identified.

Our Sheltered Support Officers will liaise with families and any support services you need, making sure that you have the right level of support for your needs. They will also encourage social activities.

However, our Sheltered Support Officers duties do not include the daily care of any resident and this means that they are not able to help with things such as shopping, housework, collecting prescriptions, cooking or giving medication.

Further details about the help that Sheltered Support Officers are able to give to tenants is given below.

They will:

- Monitor your well being with regular contact, as agreed with you.
- Be responsible for resident's wellbeing by making referrals to appropriate agencies; sharing information – with your consent – with other professionals; providing emotional support and being aware of any changes in your health that require additional support and helping you to arrange this.
- Give you advice about support agencies and other organisations that may be able to help meet your needs.
- Promote and help you remain independent, for example by reading and explaining any mail you receive and helping you to fill in any forms.
- Give practical help in a crisis – for example, if you are taken ill, they will contact your GP or call an ambulance and, with your consent, your next of kin. They will also contact any other agencies.
- Encourage and help with organising social and other events in the scheme.
- Provide guidance in neighbour disputes.
- Give advice and listen when requested, whilst respecting your confidentiality.
- Arrange regular residents meetings to discuss issues relating to the scheme as well as the opportunities that exist for your involvement in the housing services we provide.

Sheltered Support Officers will be on site for a set number of hours each week and the working hours that apply in each scheme will be displayed. Please do not contact them outside of these hours as they will be off duty. During these times, the call system will be switched over to the Careline Control Centre and they will be able to provide you with the appropriate assistance.

In addition to the support that Sheltered Support Officers provide for residents they are also responsible for:

- Carrying out regular security checks of the building.
- Health and safety issues in the building and taking appropriate action in connection with these as and when necessary
- Upkeep and maintenance of communal areas.
- Keeping accurate and secure records - this includes maintaining a diary, support plans, residents records, monitoring completion of repairs.

When required, our Sheltered Support Officers will also:

- **Report any repairs that are needed and check that these are completed.**

If you need a repair completed to your property, you can either phone our repairs reporting line on 01255 686477 or report this to a Sheltered Support Officer who will do this for you. You can also report non urgent repair on line by visiting www.tendringdc.gov.uk

If you need to report an urgent repair and a Sheltered Support Officer is not on duty, you can do this by pulling your Careline cord or by pressing your pendant. Staff at the Careline Control Centre will then be able to arrange for the repair to be fixed and will contact the Sheltered Support Officer for you if they are on site to inform them that the repair is being dealt with.

- **Give access to any contractors carrying out repair or maintenance work at the scheme.**

We will normally let you know about any planned works that are due to take place in either the scheme or your individual property.

Our Sheltered Support Officers have consent forms available, which means that they can let Council contractors into your home, providing you give your permission for this. If an emergency happens when you are not at home, such as a water leak, fire, electrical fault etc it states in your tenancy agreement that we are able to enter your home to carry out the required repair work even if your permission has not been given.

- **Monitor maintenance and other contractors, for example grounds maintenance workers**

- **Attend meetings and training sessions to help them**

From time to time Sheltered Support Officers will be required to attend training events, meetings and to provide cover at other sheltered housing schemes in the district. If this happens, the Careline Control Centre will be available if you need them.

- **Take bookings, collect payment, keep records and monitor the cleanliness of the scheme and of any guest rooms.**

Sheltered Support Officers are also responsible for:

- **Ordering furnishings i.e. for communal lounge – guest rooms**
- **Collecting TV licence money from eligible residents. Once you reach 75 years of age you no longer have to pay**
- **Checking empty properties**
- **Monitoring visitors on site**
If someone calls at your door, use the door chain (if you have one) and ask to see I.D. If you still have concerns, ask the caller to contact the Sheltered Support Officer or make an appointment for another time. If you are very worried pull the cord to alert the Sheltered Support Officer or Careline.
- **Making initial enquiries regarding any loss or damage to your property**
- **Allocating any dedicated mobility scooter storage and keeping any waiting list for this.**

Tendring Careline

Careline is run by Tendring District Council and it offers an effective personal alarm and instant response service that you can count on 24 hours a day, 365 days a year - all at the touch of a button.

The purpose of Tendring Careline is to allow people to live independently for longer. The way this works is that Tendring residents can use the Careline equipment to generate an emergency call when there is a problem. They will be speaking directly to our Control Centre which is located in Clacton and staffed by local people.

Our highly trained and dedicated operators have attained the Telecare Services Association Gold Standard and are possibly the most important part of our solution. When an emergency call is raised the operator at Careline will answer knowing your name, where you live, and be able to retrieve your health and other details kept in our secure files. Dependent on the problem they may decide to contact a relative/neighbour, call the emergency services or send out one of our round-the clock mobile response team members.

The scheme manager would be informed of any incidents that have occurred in their absence so that they have up-to-date information.

What will we do for you?

- Report a fault for you at the weekend or after normal working hours
- Visit the schemes both Saturday and Sunday to check on your welfare
- Send a Mobile Support Officer to you if a situation warrants it
- Contact a key holder/relative in an emergency on your behalf

- Take all reasonable steps to ensure a safe environment for you to live in
- Collect prescribed medication for you (in an emergency)
- Give you entry if you are locked-out
- Give first aid if possible in an emergency
- Act appropriately & to our guidelines in an emergency

What we will not do

- Preparation of meals
- Administer medication
- Become involved with on-going matters concerning toileting and/or incontinence
- Medical matters such as detached catheters
- Domestic chores, such as washing, ironing and cleaning
- Collecting pensions or handling of money
- Gardening or interior decorating
- Act as a taxi or courier

Our Control Centre staff pride themselves on the excellent service they offer. Our motto is “We care”, and we really do. We want to offer the best service we can within our remit and make independent living more possible for our customers. If you would like to talk to us about this, speak with Sheltered Support Officer who can arrange for us to come along to one of your meetings.

Responsibilities and duties as a Resident

These are basically the same as if you were living in any other rented accommodation namely:

- Paying your rent and service charges on time
- Being considerate to your neighbours and other residents
- Looking after the communal facilities in addition to your own property

Type of Tenancy

Residents will sign a tenancy agreement in respect of the property. The tenancy will be a secure tenancy if, immediately before taking the tenancy you were a secure tenant of another council property or an assured tenant of a housing association. In almost all other circumstances, you will be granted an introductory tenancy. However, if you are offered the property temporarily, for example if your eligibility for permanent housing is still being

considered, you may be given a non secure tenancy.

If you have an introductory tenancy, this will normally last a period of twelve months and, during this time you must show us that you are responsible enough to keep the property. At the end of this twelve month period, you will automatically become a secure tenant, providing that you have not broken any part of the agreement. If you break any of the terms of this agreement, we may apply to the court to evict you from the property or extend the period that you must remain an introductory tenant by up to six months.

The responsibilities that you have as either a non secure, introductory or secure tenant are the same but the rights that you have will differ.

The terms and conditions of your tenancy agreement will be explained to you, together with any scheme specific policies, at the time you are invited to an interview at the scheme.

Communal areas and facilities

These areas and facilities are provided for the benefit of all residents and we would ask that you show consideration for others when using them and follow any specific guidelines regarding their use.

All of the internal communal areas are cleaned regularly but residents remain responsible for cleaning their own property.

Any complaints about the standards of cleanliness in communal areas should be discussed with the Sheltered Support Officer.

The communal lounge, kitchen and laundry rooms within each scheme are provided for resident's general use and for organised functions. Each Scheme will have details of events and residents meetings taking place.

The Council is responsible for arranging the grass cutting and for looking after any shrub beds or other items in any shared garden area and, again, if there is something that you are not satisfied with you should refer this to the Sheltered Support Officer.

Window Cleaning

The Council is responsible for cleaning the windows on a regular basis.

Pets

Unfortunately, you are not allowed to keep any cat or dog within our sheltered housing, unless it is a dog that helps you overcome a disability or you live in one of the self-contained bungalows within these schemes.

However, you can keep fish, caged birds or other small caged pets as long as they are properly cared for and do not cause a nuisance.

Smoking

The communal areas in our sheltered housing schemes are covered by legislation meaning that you cannot smoke in these areas. You are able to smoke in your own property but we would ask you to be considerate and ensure that your home is smoke free when our staff, contractors, or other professionals are due to visit your home and that adequate steps are taken to ensure that the activity does not effect those using the communal corridors and other shared spaces.

Mobility scooters

For health and safety reasons, we do not allow residents to use or store mobility scooters within the internal communal areas of any of our sheltered housing schemes.

However, at a number of our schemes, we have dedicated mobility scooter storage and the Sheltered Support Officer is responsible for allocating this and administering any waiting list. We are also hoping to provide storage at our other schemes in the future, subject to finances being available.

If there is not any dedicated storage available at any scheme, it will be your responsibility to arrange for appropriate storage to be provided in a location agreed with us.

Rent and other costs

In sheltered housing, you will be charged a weekly rent plus a support charge and a service charge that is specific to each scheme. The support charge goes towards the provision of a Sheltered Support Officer and alarm call system and the service charge covers contributions to such things as any communal heating provided, the upkeep and cleaning of communal areas and other similar items. Details of the charges that you have to pay will be given in your tenancy agreement.

You will also be responsible for paying other charges, such as Council Tax, electricity and gas bills, water rates etc.

Getting Involved

It is up to you to choose how actively involved you get in the community within the scheme although we would always encourage this.

However, it is our aim to make sure that all our residents are provided with opportunities and encouragement to become more involved in decisions about their homes and communities. By working in partnership, we aim to provide high quality housing services that reflect the needs and priorities of residents.

We know that not all residents will want the same level of involvement in all areas of the housing service and that this may range from simply being kept informed about housing issues to taking an active role in policy making decisions.



How do I apply for sheltered housing?

If you would like to join the housing register please telephone our Allocations Team on 01255 686466 or send an email with the reasons why you wish to apply for housing to **housing.services@tendringdc.gov.uk**

In order to fully establish your eligibility, you will be visited in your current home or invited to attend an interview at the Council's offices, at which time your particular circumstances will be assessed and you will have the opportunity to provide any further relevant information.

However, even if you are eligible to join the Housing Register you may not be offered accommodation as we have a much greater demand for our housing than the supply that becomes available each year for letting.

You can find out more by asking us for a copy of A Guide to Council Accommodation. This provides information about the number of our properties that became vacant in the previous year by property type and location.

Prior to receiving a formal offer of accommodation you will have the opportunity to visit the Sheltered Scheme, see its facilities and meet with staff. When a formal offer of accommodation is made you will be invited to contact the Sheltered Support Officer to collect your keys and attend a sign-up interview to discuss your moving in and put in place any support or care arrangements that may be necessary.



Groom House

Address: Groom House
St Annes Road
Clacton
CO15 3NE

Tel: 01255 421216

Groom House is situated on the main one way route out of Clacton. There are many shops and facilities within close walking distance including a doctor's surgery, supermarket, chemist, hairdressers, florist and post office. Clacton-on-Sea town centre is within walking distance, but a regular bus service will also take you into the centre of town.

Accommodation

The scheme consists of 28 flats. 22 are single flats consisting of a lounge, kitchen, bedroom and shower room with toilet. The other 6 flats are doubles and include the same facilities. There are also 3 one bedroom bungalows each with a lounge, kitchen and shower room and toilet.

Facilities on site

- Communal lounge and kitchen
- Ground and first floor communal bathrooms
- Ground and first floor laundry rooms
- Door entry system to all flats
- Lift to first floor
- Ground and first floor guest rooms
- Limited off road parking
- Some provision for storage of mobility scooters



St Mary's Court

Address: St Mary's Court
Crossfield Road
Clacton
CO15 3QS

Tel: 01255 474530

St Mary's Court is situated at the end of its own private driveway within a residential area in Clacton. There are many shops and facilities within close walking distance including a doctor's surgery, supermarket, chemist, hairdressers, and florists. Clacton-on-Sea town centre is also a short walk away, but a nearby regular bus service will also take you into the centre of town.

Accommodation

The scheme consists of 25 flats. 8 are studio flats with a separate kitchenette, shower room and toilet. 12 are single flats with a separate kitchenette, lounge, bedroom, shower room and toilet. The other 5 flats are doubles with the same facilities.

Facilities on site

- Communal lounge and kitchen
- Ground floor communal bathrooms
- Door entry system to all flats
- Lift to first floor
- First floor laundry room
- Ground and first floor guest rooms
- Landscaped communal gardens
- Off road parking



Belmans Court

Address: Belmans Court
Deanes Close
Dovercourt
CO12 4JH

Tel: 01255 241454

Belmans Court is situated in a quiet cul-de-sac in Dovercourt. There are a range of shops within walking distance of the scheme, including a small supermarket, general store, post office and hardware store. A regular bus service runs nearby which will take you into Dovercourt or Harwich town centres.

Accommodation

The scheme consists of 44 flats and 1 two bedroom house. 36 of the flats have a separate kitchenette, bedroom, bath/shower room, toilet and basin. The remaining 8 flats are doubles and include the same facilities.

Facilities on site

- Communal lounge and kitchen
- Ground floor laundry room
- Door entry system to all flats
- Lift to first floor in main block
- Small communal gardens
- First floor guest room
- Limited off road parking
- Some provision for storage of mobility scooters



Crooked Elms

Address: Crooked Elms
Maple Close
Dovercourt
CO12 4AL

Tel: 01255 506463

Crooked Elms is situated in a quiet cul-de-sac in Dovercourt. There is a large supermarket within walking distance of the scheme, with other amenities available in Dovercourt and Harwich town centres, a short bus ride away.

Accommodation

The scheme consists of 30 flats. 24 are studio flats each with a separate kitchenette, bath room/shower room and toilet. The remaining 6 are 1 bedroom flats each with a kitchenette, lounge, bedroom and bath room/shower room and toilet.

Facilities on site

- Communal lounge and kitchen
- Ground floor and first floor laundry rooms
- Door entry system to all flats
- Lift to first floor
- Communal gardens
- First floor guest room
- Off road parking
- Some provision for storage of mobility scooters



Greenfields

Address: Greenfields
Edenside
Kirby Cross
CO13 0SW

Tel: 01255 672360

Greenfields is situated on the corner of Edenside and Elm Tree Avenue, Kirby Cross. Across the road from the scheme is the 'Triangle' shopping centre which includes amenities such as a supermarket, post office and community centre.

Accommodation

The scheme consists of 30 flats, 10 of which are doubles. All have a separate kitchen, lounge, bedroom and shower room. There are also 4 bungalows, each with a kitchen, lounge, bathroom and 2 bedrooms and 1 house, which has 3 bedrooms.

Facilities on site

- Communal lounge and kitchen
- Ground floor and first floor laundry room
- Door entry system to all flats
- Lift to first floor
- Communal gardens
- First floor lounge / games room
- Ground floor and first floor guest room
- Ground floor and first floor communal bathroom
- Limited off road parking
- Some provision for storage of mobility scooters



Honeycroft

Address: Honeycroft
Waldegrave Way
Lawford
CO11 2DY

Tel: 01255 392537

Honeycroft is situated in Waldegrave Way, Lawford directly next to a general store and post office. A regular bus service runs nearby which will take you into nearby Manningtree town centre.

Accommodation

The scheme consists of 30 studio flats, all of which have a separate kitchenette, toilet and hand basin. There are also 2 self contained flats and 8 bungalows, each with a kitchen, lounge, bathroom and separate bedroom as well as a 2 bedroom house.

Facilities on site

- Communal lounge and kitchen
- Ground floor laundry room
- Door entry system to all flats
- Lift to first floor
- Large communal gardens
- Two guest rooms on the first floor
- Ground floor and first floor communal bathrooms/wet rooms
- Limited off road parking
- Some provision for storage of mobility scooters



Vyntoner House

Address: Vyntoner House
Kincaid Road
St Osyth
CO16 8QZ

Tel: 01255 820768

Vyntoner House is situated in a quiet cul-de-sac in the picturesque village of St Osyth. There are a range of amenities located in the village all of which are within walking distance of the scheme. These include shops, post office, doctors and dentists. A regular bus service runs from the village to the nearby towns of Clacton-on-Sea and Colchester.

Accommodation

The scheme consists of 29 studio flats each with a separate kitchenette, toilet and hand basin. There is 1 one bedroom flat which includes a kitchenette, lounge, bedroom, toilet and hand basin.

Facilities on site

- Communal lounge and kitchen
- Communal bathrooms including 4 wet rooms
- Ground floor and first floor laundry room
- Lift to first floor
- Door entry system to all flats
- Large communal gardens
- Off road parking
- First floor guest room
- Some provision for storage of mobility scooters



Mead House

Address: Mead House
Saville Street
Walton on Naze
CO14 8PR

Tel: 01255 671816

Mead House is located just a few minutes walk from the town centre, beach and leisure facilities in Walton on the Naze.

Accommodation

The scheme consists of 28 flats. 24 are studio flats with a separate kitchenette, toilet and hand basin. 4 of the flats are doubles with a separate kitchen, lounge, bedroom and shower room. There is also a 2 bedroom flat.

Facilities on site

- Large communal lounge and kitchen
- First floor laundry room
- Door entry system to all flats
- Lift to first floor
- Communal gardens
- Guest room
- Outside drying area
- Limited off road parking
- Some provision for storage of mobility scooters



Spendells House

Address: Spendells House
Naze Park Road
Walton on Naze
CO14 8JJ

Tel: 01255 676118

Spendells House is situated a few minutes walk from the beach in Walton. There are a few local shops nearby including a general store and greengrocers and a regular bus service passes by the scheme to take you to nearby Clacton-on-Sea via Walton-on-the-Naze town centre.

Accommodation

The scheme consists of 30 flats. 26 are studio flats with a separate kitchenette, toilet and hand basin. 4 of the flats are doubles with a separate bedroom and have the same facilities as the single flats.

Facilities on site

- Communal lounge and kitchen
- Secondary lounge / games room
- Communal bath rooms/wet rooms in each corridor
- Lift to first floor
- First floor laundry room
- Door entry system to all flats
- Communal gardens
- Limited off road parking
- Guest room
- Outside drying area
- Some provision for storage of mobility scooters



Kate Daniels House

Address: Kate Daniels House
Hilltop Crescent
Weeley
CO16 9HE

Tel: 01255 830661

Kate Daniels House is situated in the village of Weeley approximately 6 miles outside of Clacton-on-Sea. Within the village there is a bakery, local public house and a small village store which includes a post office. A regular bus service runs nearby which will take you into either Colchester or Clacton-on-Sea town centres.

Accommodation

The scheme consists of 30 flats which are studio flats with a separate kitchenette, toilet and hand basin.

Facilities on site

- Communal lounge and kitchen
- Ground and first floor communal bathrooms
- Ground floor laundry room
- Door entry system to all flats
- Lift to first floor
- Large communal gardens
- Two first floor guest rooms
- First floor lounge / games room
- Off road parking provision
- Amend to read Some provision for storage of mobility scooters

Tendring
District Council

