

# Interested In Sheltered Housing?

**An information pack for applicants wishing  
to apply for sheltered housing.**

We can provide this document in a layout or format  
which is suitable for you.

It can be provided in Braille, larger print, on tape or  
disk, or in an alternative language.

Please call us on 0141 812 2237 to ask for this.



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# **Bridgewater Housing Association**

Bridgewater Housing Association is based in Erskine where we own and manage approximately 850 properties. We began operating in Erskine in April 1998. We are a recognised Scottish Charity.

All of our housing stock lies within the village itself, with three distinct residential developments in Bargarran, North Barr and Park Mains.

A Management Committee comprising mostly of tenants decide on the policies which will be operated, and they run the Association. Staff are employed to deliver the housing service and only they will have access to details you provide. Please note that members of the Management Committee are not involved in allocating houses or deciding who gets a house.

## **What is Sheltered Housing?**

Sheltered Housing is accommodation with some special features which is designed mainly for older people. Tenants have the same rights as people who live in non sheltered housing except there is no Right to Buy. All tenants have a Scottish Secure Tenancy.

The sheltered housing service is designed to allow residents to live in the community through the provision of:

- Self contained flats with their own bathrooms and fitted kitchens.
- On site support for part of the day from the scheme manager/warden.
- 24 hour emergency alarm call system with a mixture of on-site and off site response.
- Communal facilities with a variety of social activities.
- Enhanced security/safety.

The warden will generally carry out the following functions:

- Help new residents to settle in and explain how everything works.
- Make regular contact with each resident.
- Deal with emergencies either themselves or by contacting family/friends, GP, or emergency services.
- Encourage social activities.
- Report and monitor repairs and maintenance work.

- Assess needs and, in consultation with residents and carers, liaise with families, statutory/voluntary/private agencies to ensure those needs are met.
- Give advice on – **but do not directly provide** – services such as shopping, cleaning, cooking, personal and nursing care.

Sheltered housing may appeal to you if you want to live independently but like the idea of having someone to call on if there is an emergency.

This service does not replace any current or future need for “care” services such as home-help, meals on wheels, bathing assistance, or help given by the district nurse, etc.

### **What does it cost?**

There is a cost for sheltered housing which is in addition to the monthly rent charge.

This is to pay for the scheme manager/warden, the alarm system, cleaning of the communal facilities, heating/lighting of the common lounge and so on. This cost may be covered in whole or part by welfare benefits. To find out more about whether you will get this financial assistance please contact:-

- Your local citizens advice office or advice works

### **Who can apply?**

The main qualifying condition which is normally applied is that residents must be 60 years of age or over. In the case of a couple, one partner must be aged over 60.

Exceptions to this rule may be made where someone under 60 years of age would benefit significantly from

the sheltered support service – normally due to some physical or mental disability.

There is no upper age limit.

The service is open to people living alone or couples.

### **What are the benefits of sheltered housing?**

- Good quality housing.
- A home for life wherever possible.
- Your own front door.
- Independence and privacy.
- Peace of mind, with help on hand via a warden or call centre in an emergency.
- Security.
- Company when you want it.
- Social activities.
- Remaining part of the community.

## Questions to ask before making a decision

You will want to know about the standard of housing; the level of warden assistance; and the provision of communal and other facilities. It may be helpful to consider the following:

### Costs

- How much does it cost?
- How is it worked out?
- What is included in this charge?
- What are the anticipated increases?

Charges vary from development to development and can be provided by the Association on request. However here are some examples of typical rent and service charges:

Bargarran/North Barr/Park Mains – 2 apartment, 1 bedroom flat

Rent: £334.67

Services: £107.76

Total £442.43

North Barr – 2 apartment, 1 bedroom own door flat

Rent: £334.67

Services: £90.50

Total £425.17

Bargarran – 3 apartment, 2 bedroom flat

Rent: £376.02

Services: £107.76

Total £483.78

North Barr/Park Mains – 3 apartment, 2 bedroom wheelchair adapted bungalow

Rent: £432.41

Services: £90.51

Total £522.91

The charge includes the costs involved in employing staff; supplying an emergency alarm system; furnishing, cleaning, heating and lighting of the common room and certain communal areas; the cost of employing an off site emergency call centre; and other costs such as telephones, insurance and so on. The annual costs of all these items are added and then divided by the number of households receiving a service. The charge is based on what it actually costs us to provide the service. Any increases in the cost of these individual items will result in an increase in the charge. Increases will, however, only happen once every 12 months.

- Who is responsible for repairs, maintenance and improvements?

These costs are covered by the rent and sheltered charges you pay (either directly or through welfare benefits) to the Association.

## Security and Safety

- What does the warden do?
- Is there 24 hour cover?
- How do I alert the warden in an emergency?
- What will happen if I become frail and need more care than an alarm service and warden can provide?
- What security devices are fitted at the complex?

If you wish the warden will check on your wellbeing every week day by contacting you at home through the warden call system.

If you are unwell he/she can visit you and arrange a GP visit or other assistance if required. The warden or the off site alarm centre will also respond to any emergency situations which arise by contacting the appropriate services (see fuller description in section “What is Sheltered Housing?”).

The warden service is available 5 days per week generally during office hours. When the warden is not on duty your alarm call system is connected to an off site alarm centre where an operator will deal with your call and contact Renfrewshire Council Responders/Emergency Services/Family etc if required.

You can contact the warden or the off site alarm centre in an emergency by activating the emergency alarm system in any one of a number of ways e.g.

- pull cord
- pressing the button on a pendant round your neck } if you have
- pressing the button on a wristband } one
- pressing the button on a speech unit within your home

If your health should deteriorate in the future, we will help you to access other housing support and care services. These might include nursing support, meals

on wheels, home helps, other carers and so on. However if that is not possible, staff from the Association will work closely with you, your family and other appropriate agencies to look at other options for you.

Security devices vary within each complex although all have controlled entry. For further details please contact the office.

## **Facilities and Services**

- Can I have a pet?
  - Pets can be kept providing you comply with the Association's Pet Policy.
  
- What type of heating is there?
  - Every property will have either electric or gas full house heating.
  
- Does the property suit my mobility needs?
  - Part of the assessment process which is carried out before you are offered a sheltered house looks at your mobility requirements and you will then only be matched to houses which are suitable.
  
- What laundry facilities are available?
  - There are currently no communal laundry facilities available in any of our sheltered complexes.
  
- Is there a residents association?
  - Some of our sheltered complexes have active groups involved in the management of the scheme and/or its social activities. Details can be given on request.

You may find it helpful to know what current residents think of the development and the service provision – or you might wish to meet the warden. Informal chats with either or both can be arranged.

### **How to apply**

Anyone interested in applying for Sheltered Housing in Erskine should complete a Sheltered application form available from:

Bridgewater Housing Association, Ground Floor, INDIA OF INCHINNAN, Greenock Road PA4 7LH

Telephone: 0141 812 2237

E-mail: [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk)

Website: [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)

Should you require further information or assistance with completion of the application form, please contact our office where staff will be happy to help.