



LEAFLET

12

Sheltered housing

A guide for residents

JRHT JOSEPH
ROWNTREE
HOUSING TRUST

This leaflet explains:

1. Who might be eligible for sheltered housing
2. The benefits of sheltered housing
3. The services provided by JRHT
4. Different renting or buying options available
5. The role of the scheme manager

1. Eligibility for sheltered housing

Sheltered housing is self-contained flats or bungalows, designed to meet the needs of retired people over the age of 60 years (or 55 years in the case of Keld Close, Scarborough) and, in exceptional circumstances, disabled people of any age who wish to live independently but also have the benefit of a scheme manager and alarm call system.

2. Benefits of living in sheltered housing

Living in sheltered housing gives you convenient and comfortable accommodation with added security, in an environment where you can come and go as you please. More specifically, residents get:

- high-quality housing;
- security;
- independence including your own front door;
- help in emergencies;

- a support plan, agreed with the scheme manager, to meet your individual needs;
- company when you want it;
- the reassurance of being part of a community.

3. The services provided by JRHT

Sheltered housing services from JRHT also usually include:

- a communal laundry or communal laundries at most schemes;
- a communal lounge or communal lounges communal lounge at most schemes;
- gardens;
- security and safety features;
- community alarm.

There is also a guest room at Dower Court (York).

4. Renting or buying options

Renting

The rent includes a service charge, which covers the costs of gardening, cleaning, communal lighting, communal repairs and a replacement and renewals fund. Also included in the rent is a support charge to cover the scheme manager service and the community alarm. We review the rent and service charge each year in July. You can pay your charges either fortnightly or monthly.

Buying – shared ownership

You can part-rent, part-buy (called shared ownership) in a way that suits your financial circumstances. With shared ownership, you can buy a share in the property ranging from 25 per cent, 50 per cent or 75 per cent, and pay a monthly rent on the unpurchased balance. The percentage bought is agreed between us after a confidential financial assessment.

The rent element includes a service charge which covers the costs of gardening, cleaning, communal lighting, communal repairs and a replacement and renewals fund. Also included in the rent is a support charge to cover the scheme manager service and the community alarm. We review the rent and service charge each year in July. You pay your charges monthly.

Buying – leasehold scheme for the elderly

Some schemes are supported by a government grant of 30 per cent of the cost. These are known as leasehold schemes for the elderly (LSE). This grant enables you to own a 70 per cent interest in the value of the property on a 60- or 99-year lease (varies on different schemes). You do not pay a rent on the unpurchased balance. You pay a service charge which covers the costs of gardening, cleaning, communal lighting, communal repairs and a replacement and renewals fund. Also included in the service charge is a support charge to cover the scheme manager service and the community alarm. We review the rent and service charge each year in July. You pay your charges monthly.

5. The role of sheltered housing scheme managers

All sheltered housing schemes have a scheme manager who is either resident, living on-site, or does not live on-site but visits regularly.

They provide general support to residents and in an emergency such as a fall, they will contact relatives, a doctor or the emergency services as required. They are in regular contact with residents through a home visit or via the community alarm.

The scheme manager is also responsible for developing and supporting community activities within the scheme. Your scheme manager responds to your community alarm when they are at work (between 9.00am and 12 noon Monday to Friday). Outside your scheme manager's working hours, your call goes through to a contact centre to co-ordinate an appropriate response.

The scheme manager reports repairs to communal areas to our Property Services Department. They can also report repairs for individual properties on your behalf, where we have a repairing responsibility. They also check gardening and cleaning standards.

The scheme manager does not collect pensions, prescriptions or do shopping. If friends or relatives were helping you with these tasks before you moved into sheltered housing, they should continue to do so. The scheme manager is not allowed to give out medication.

How do I find out more?

For further information please call freephone 0800 5870211.

Joseph Rowntree Housing Trust

Head Office

The Garth

White Rose Avenue

New Earswick

York

YO32 4TZ

Reception open Mon to Fri from 8.30 am to 5pm (Wed 10am to 5pm)

Tel: 0800 587 0211 (this line is diverted to the emergency call line outside the above hours)

Other offices where you can make enquiries or pay your rent/charges:-

Plaxton Court

Woodlands Drive

Scarborough

YO12 6QT

Reception open Mon - Fri from 9am to 5pm.

Weekends 10am to 2pm

Tel: 01723 340290 (this line is diverted to the emergency call line outside the above hours)

Hartfields Retirement village

Merlin Way, Bishop Cuthbert

Middle Warren

Hartlepool

TS26 0US

Reception open Mon - Fri from 8.15am to 12am and 6pm to midnight

Weekends 10am to 2pm and 6pm to midnight

Tel: 01429 855070 (during reception hours)

Tel: 07980 705713 (out of hours emergency line)

Email: information@jrht.org.uk

Visit our website: www.jrht.org.uk

JRHT is a registered housing association, managing around 2,500 homes, and is a registered provider of care services.

If you would like this information in an alternative format (such as large print, Braille or audio) please contact our Communications department at JRF, email info@jrf.org.uk or telephone **01904 615979**



Please recycle this leaflet when you have finished with it.

JRHT JOSEPH
ROWNTREE
HOUSING TRUST