



Welcome to Sim Court





SIM COURT PENRITH

On behalf of Eden Housing Association and all the staff we hope you will be happy in your new home.

A BRIEF HISTORY

Sim Court sheltered Housing Scheme was built in 1971, owned by Eden District Council. In 1997 Eden District Council transferred all its housing stock over to Eden Housing Association. Since then there have been many changes, the most significant was the installation of the door entry security system. Sim court was newly re furnished in August 2005.



LOCATION AND LAYOUT OF THE BUILDING

Sim Court is a traditional sheltered housing scheme in its design, as it consists of a two-story building with both double and single flats.



The scheme is surrounded by communal gardens, which are maintained by one of Eden Housing Associations contractors on a regular basis.

The scheme is located just a short walk away from Penrith Town Center and within close proximity to the shops. The scheme is served well by public

transport, with a regular bus service. (Bus stop is sited nearby the building) The train station, whilst at the end of Penrith, is still very accessible.



STAFF AND HOURS WORKED & WHEN VISITS TAKE PLACE

A supported housing officer will normally be on duty in the scheme.

When a Supported Housing Officer is on duty, all emergency alarm calls are managed through the office on site. When the Supported Housing Officer is not on duty, or away from the office on call, emergency calls are connected to Careline Emergency Response. Careline will then contact the Supported Housing Officer on duty via mobile phone or obtain the service that you require e.g. doctor, ambulance, friends or relatives. For added peace of mind for all residents, there is a security system on the main front door.

PLEASE NOTE: The fire alarm will be tested every Monday morning at 11 o'clock. If the alarm sounds at any other time, please evacuate the building by the nearest fire exit. The Supported Housing Officer will inform you where all exits from the building are situated and fire drills will be carried out periodically.



REPAIRS

Repairs can be reported personally or to the officer on duty who will report these to the main office in Penrith. If it is an emergency it will be dealt with as soon as possible. A notification letter will be sent in the post in response to all repairs reported, stating when it will be completed, and which contractor will be used.

FACILITIES

Washing Machines and tumble dryers are provided for residents use only in the communal laundry room.

Library – there is also a well-stocked library in the communal room, as well as a mobile library that calls at the scheme on a regular basis.

Refuse service – call every week and there are bin stores located around the building. There are also boxes provided for recycling and a bin for garden waste.

Suggestion Box – this facility is for resident's complaints or suggestions and is emptied and acted upon on a monthly basis.

Guest Accommodation - there is a lovely guest room available, at a cost of £10.00 per night, should you wish any visitors to stay overnight.

There is a loop system fitted if needed.

EQUALITY AND DIVERSITY

Eden Housing Associations Equality and Diversity policy, is an integral part of our service, and at all times you will be:

- Treated with courtesy and respect
- Treated fairly, whatever your age, nationality, ethnic origin, gender or sexual orientation
- Have your confidentiality respected
- Able to receive clear accurate and truthful information

Our Equality and Diversity Service Standard information leaflet (number 2) is available for further details. Please ask a member of staff or contact our offices on 01768 861 400 should you require a copy.

USEFUL CONTACTS – SIM COURT, PENRITH

Information regarding local amenities, shops, hairdressers, doctors and clubs in the area.

SHOPS

Pategill Stores (where you are able to pay rent at the store with your swipe card)

Opening Times	Monday to Friday	6.45am to 1.00pm 3.00pm to 7.00pm
	Saturday	6.45am to 7.00pm
	Sunday	8.00am to 12.30pm 5.00pm to 7.00pm

EATING OUT

There is a range of cafés pubs and restaurants in Penrith and the surrounding area. Most establishments cater for a wide range of diets and have a wide range of choice on their menus. Some suggestions are The Country Coffee Shop, The Magic Bean, Number 15, The George and The Bewick. There are many more to choose from, and information can be found at the Tourist Information Office on Middlegate.



TRANSPORT

Regular buses run throughout the day to take you into the town centre.



HISTORIC SITES

Some places to visit whilst living in, or visiting the Penrith area.

- **Castlerigg Stone Circle near Keswick.**
- **Kirkby Stephen Parish Church - Loki Stone. This church dates back to the Vikings.**
- **St. Oswalds Church, Ravenstonedale - Near the church, the foundations of a Gilbertine Abbey can be found. One of the East stained glass windows is dedicated to Elizabeth Gaunt, who came from nearby Brownber. She was the last female burnt at Tyburn for supporting the protestant cause. The church was also a sanctuary to assure a fair trial, if the accused could toll the bell once.**
- **Stenkrith Park, Kirkby Stephen. - The Devil's Mustard Mill.**
- **The “lost village of Mardale, Haweswater. This village was flooded in the 1030’s to form a reservoir and becomes visible if there is a dry summer.**
- **Shap Abbey and The White Monks.**
- **Brough Castle.**
- **Pendragon Castle, Mallerstang – As legend goes, this was the home of King Arthur's father - Uther Pendragon.**
- **Lowther Castle, Askham.**

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami. Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

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