



# Welcome to Sheltered Housing

Residents' Handbook



**barnet  
homes**

working together

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Barnet Council has a number of sheltered housing schemes throughout the borough for older people who want to live independently, but need the added support of a sheltered housing officer and an alarm system. These schemes are managed by Barnet Homes.

### **What is sheltered housing?**

Sheltered housing is designed for older people, usually over 60, who need some degree of support or have a permanent disability. It enables residents to live independently in a secure and friendly environment, but with help at hand if needed. With the support which we provide, many people who move into sheltered housing do not need to move again.

The flats are usually within a block with their own individual front door opening onto a corridor, and with access to all facilities without going outside of the building. As an independent resident your mail is delivered directly to your front door.

It is not just the design of the buildings that makes sheltered housing so special, but also the range of other services which are provided. Most schemes have an allocated sheltered housing officer.

Nearly all flats have their own kitchen and bathroom, and a separate bedroom and living room. Some are studio flats with a larger combined bedroom and living space. The flats are unfurnished, but clean and tidy ready for you to move in with your own carpets, curtains and furniture. All flats have an alarm system with pull cords in every room. Pulling the cord alerts the sheltered housing officer or our Lifeline Centre, which provides 24-hour cover, 7 days a week.

Many schemes have a shared heating system – one or two large boilers provide the heating and hot water for everyone at a reasonable cost. You can control the heating in your own flat by thermostat.

## **Some of the benefits of sheltered housing**

- Living in a good quality, well maintained home
- Maintaining your independence
- Peace of mind knowing that if you have an emergency you will get help
- Social activities if you wish
- You feel part of a community
- You can become involved in how the scheme is run if you wish

# Our service standard promise

- We will make daily contact with all sheltered housing residents who need or request a visit.
- We will treat residents with respect and dignity in supporting their needs.
- All residents will have individual support plans which are reviewed regularly and focus on positive outcomes.
- We will ensure that residents with identified needs are referred to appropriate agencies, with their agreement, and liaise with those agencies to monitor the service they provide.
- We will encourage residents to participate in meetings, social and other activities and to be involved in how their scheme is run.
- We will ensure that staff are appropriately trained to support residents to have a good quality of life.
- We will make sure the information we provide is available in a suitable format.
- All personal information will be stored safely and shared on a need to know basis with the resident's consent.
- We will publish a newsletter for residents three times a year.

## **We will monitor our standards by:**

- regularly checking the quality of our work, and
- asking residents for their views of the service

We will publish the results of our performance in the sheltered housing newsletter.

# What to expect from your sheltered housing officer

Sheltered housing officers (SHO) work from Monday to Thursday between 9am and 5.15pm and on Friday between 9am and 5pm. They may also be responsible for another scheme. If they are away, another sheltered housing officer will visit. Barnet Homes may also be able to arrange weekend visits, if necessary.

Your sheltered housing officer will:

- help new residents settle in and explain everything about the scheme,
- make daily contact with each resident either in person or by calling them on the alarm system. There is a 'No Reply' policy in place which ensures the safety of each resident whilst respecting their privacy and dignity and without being intrusive,

- deal with emergencies,
- encourage social activities,
- draw up an individual support plan taking into account the resident's needs and what support we can provide. This is reviewed regularly,
- provide information about services and benefits which you may be entitled to and updates residents about housing related matters,
- make sure that the scheme, tenants and visitors feel as safe and secure as possible,
- coordinate and give advice on, but does not directly provide services such as shopping, cleaning, personal and nursing care,
- act as an advocate on your behalf and will liaise with family and other professionals where appropriate, and
- report and monitor repairs and maintenance work required in communal areas. (Please report any repairs required in your own flat yourself by phoning our **freephone 0800 3895225.**)

## Keeping residents informed

**We have several ways of ensuring residents are being consulted and informed about any policies which may affect them. These include:**

- scheme meetings,
- resident surgeries,
- regular focus groups,
- housing conferences,
- Code of Practice Working Group, and
- Sheltered Housing Partnership Panel.



# The cost of living in sheltered housing

**Residents pay rent, a general service charge, water rates, a support charge and, in most schemes, a heating and hot water charge. The cost varies from scheme to scheme.**

## **What is the service charge?**

This is the cost of providing the shared services and includes cleaning, maintenance and gardening. We review this charge annually. Your SHO can tell you what this is.

## **What is the support charge?**

If you became a sheltered housing resident after 6 April 2003, you will be required to pay a support charge for the sheltered housing officer and the emergency alarm service as well as your rent.

## **Help if you have a low income**

You may be entitled to housing benefit to help you pay your rent and service charge. If you do receive housing benefit, Barnet Council will automatically pay a Supporting People Grant to cover your support charge in full.

If you do not receive housing benefit, you may qualify for a rebate under Barnet Council's Fairer Charging Policy. This will be decided by a Social worker's assessment of your needs and financial means. If you qualify, a rebate may be awarded to reduce the amount you have to pay or may even cover the full charge. If eligible, it will be paid automatically on your behalf, but you will be responsible for paying any remaining charge together with your rent.

## **Other costs**

You need to pay for your electricity, gas, water rates, your telephone, home contents insurance and council tax.



# Facilities provided in sheltered housing schemes

## Security and safety features

Door-entry phone systems, smoke detectors and fire alarms are provided as standard. There is 24 hour emergency help as each flat is connected to our Lifeline Centre. Staff there can call your relatives, your doctor or the emergency services on your behalf or arrange an emergency repair if necessary. The schemes also have an assisted bathroom.

## Guest rooms

Most of our schemes have a guest room for relatives and friends to stay, particularly if a resident is incapacitated or sick. There is a small charge for this and stays are for a maximum of two weeks at a time.

Please try to book this in advance. If a longer period is required, please talk to your sheltered housing officer when you book. You must ensure your visitor leaves the room clean and tidy after use.

## On-site laundry

A communal laundry is provided for the use of residents, not visitors or relatives. It may have designated opening hours, so as not to disturb other tenants nearby. Carers doing washing for a resident will have priority as their time is limited.



## Communal lounge

Most schemes have a communal lounge for socialising and social events. All tenants can use the lounge during the day and in the evenings.

Staff encourage tenants to make use of the communal lounge to celebrate birthdays, have coffee mornings, afternoon teas, fundraising events, hold meetings and various other social events. Please let your sheltered housing officer know if you are planning a social event and they will be happy to advise or assist you with plans.

## Communal gardens

All residents can use the communal gardens, patio areas and the grounds for their enjoyment and pleasure. Residents are encouraged to get involved in gardening projects.

The 'Barnet in Bloom' award has been achieved by sheltered housing entries on several occasions.



## Car parking

Some schemes have a car park for residents, staff and visitors. Parking spaces are usually limited and are filled on a first come first served basis. You are asked to consider the needs of residents with disabilities as they will need to park as close as possible to their home.

## Concessionary TV licence

You may be eligible for a concessionary TV licence which covers the scheme. This is a group licence costing £5 per flat if you are under 75 years of age or retired. If you are over 75 this is free. Please ask your sheltered housing officer for more information about this and how to redeem any existing TV licence.

## Resident involvement



We welcome and encourage tenants to be involved in the management of their scheme and have their say about Barnet Homes' services. If you would like to be involved in discussing matters relating to your scheme or services, such as refurbishments, social activities, changes in service and consultation, please ask your sheltered housing officer about the opportunities are available.

## Some examples of resident involvement

- Contributing to a newsletter
- Joining the tenants' association
- Joining the sheltered housing partnership panel
- Running a social committee
- Taking part in focus groups
- Becoming a Garden Club member
- Participating in a range of other activities and projects.





# Help and advice for residents

If you have any questions or want more details or local information, please ask your sheltered housing officer first of all or speak to the sheltered housing team on **020 8359 4352**. A variety of information leaflets are available in your scheme.

Barnet Homes aims to provide excellent service at all times, but we also recognise that there may be occasions when you may be unhappy with certain aspects of our service.

If you have any comments, compliments or complaints we would like to hear from you. For a copy of our leaflet about this, please call **0800 3895225** or e-mail **talk2us@barnethomes.org** or write to the **Customer Care Centre, Barnet Homes, 11th Floor, Barnet House, 1255 High Road, Whetstone, London N20 OEJ**

## Useful phone numbers

Barnet Homes Sheltered Housing Team – **020 8359 4352**

Barnet Homes Lifeline Centre – **020 8445 5092**

Barnet Homes Repairs and Customer Care Centre – **0800 3895225**

Barnet Council – **020 8359 2000**

**Age Concern also offers an independent information, advice and mediation service, AIMS. Their lo-call advice line is 0845 600 2001 or their advisors can be contacted on 020 8765 7465 between 9.30 – 4.30 Monday to Friday.**

## No smoking

The national no smoking ban in public places applies in the schemes' communal areas including the lounge and it is illegal to smoke in these areas. There are signs on all the main entrance doors and communal areas stating this.

## Pets in sheltered housing

Our residents have decided that apart from guide dogs, dogs and cats are not allowed to live in schemes. Please refer to your tenancy agreement.

# Barnet Council's sheltered housing schemes

- **Cheshir House**, Foster Street, Hendon NW4 2AA
- **Christchurch Close**, Summers Lane, North Finchley, N12 0PY
- **Derby House**, Parson Street, Hendon NW4 1QS
- **Drummond House**, 50 Font Hills, Long Lane, East Finchley N2 8LF
- **25 – 63 Gadsbury Close**, Goldsmith Avenue, West Hendon NW9 7EU
- **Garth House**, Llanelly Road, Cricklewood NW2 2AY
- **Hanshaw Drive**, Thirleby Road, Edgware, HA8 0HP
- **Little Larkins**, Mayhill Road, Barnet, Herts EN5 2NS
- **41-65 Market Place**, Hendon Lane, Finchley N2 8DD
- **Moreton Close**, Milespit Hill, Mill Hill NW7 2PH
- **Prospect Place**, East End Road, East Finchley N2 0XA
- **Rectory Close**, Hendon Lane, Finchley N3 1TS
- **Rosa Freedman**, 17 Claremont Way, Cricklewood NW2 1AJ
- **Sarnes Court**, Oakleigh Road South, New Southgate N11 1LG
- **St John's Close**, Rasper Road, Whetstone, London N20
- **St Johnstone House**, 49 Woodside Park Road, North Finchley N12 8RX
- **The Potteries**, Barnet Lane, Barnet EN5 2DH
- **Vale Court**, 93 Bulwer Road, New Barnet EN5 5EZ
- **Wimbush House**, 6 Westbury Road, West Finchley N12 7NS



Cheshir House



Sarnes Court



Drummond House



St Johnstone House



Gadsbury Close



The Potteries



Little Larkins

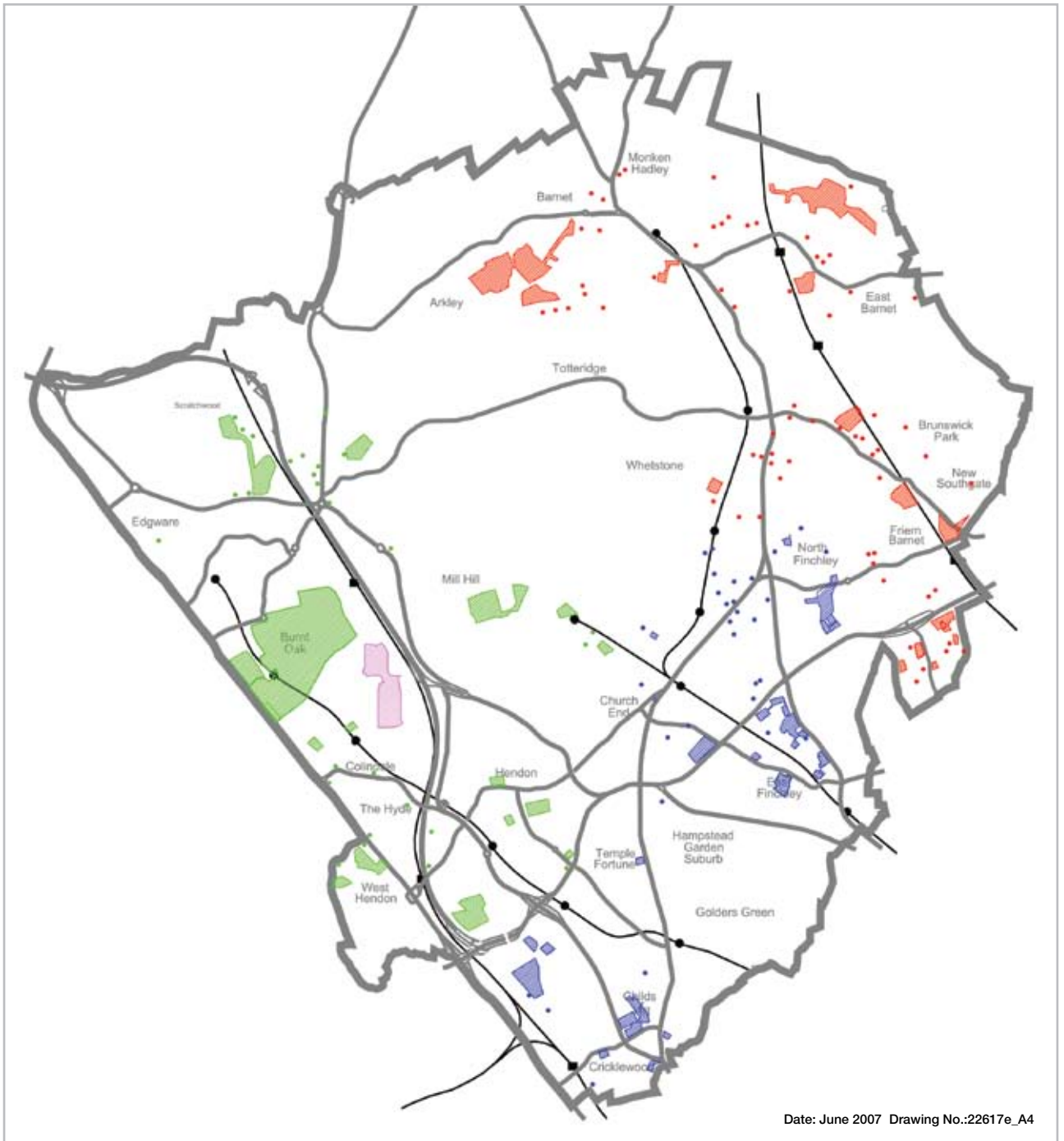


Vale Court



Rectory Close

# Barnet's council housing map



If you want this in your own language, please tick the box, fill in your name and address and send the form to the freepost address below.

### Shqip

Në qoftë se dëshironi që kjo të jetë në gjuhën tuaj, shënoni në katror, shkruani emrin dhe adresën tuaj dhe dërgoni pa pullë poste formularin tek adresa e mëposhtme.

عربي  
إذا أردت هذه بلغتك الخاصة، نرجو أن تضع إشارة في الخانة و ملء اسمك وعنوانك ثم أرسل الاستمارة إلى العنوان بالبريد المجاني المذكور أدناه.

### فارسی

اگر این نوشته را بزبان خودتان می خواهید، لطفا باکس زیر را علامت بزنیید، اسم و آدرس خود را بنویسید و فرم را از طریق پست رایگان به آدرس زیر بفرستید.

### ગુજરાતી

જો તમને આ તમારી પોતાની ભાષામાં જોઈતું હોય તો, કૃપા કરી બોક્સમાં નિશાની કરી, તમારું નામ અને સરનામું ભરી અને ફોર્મને નીચેના ફીપોસ્ટ સરનામે રવાના કરો.

### Português

Se deseja esta informação no seu próprio idioma, assinale a caixa, preencha o seu nome e morada e envie o impresso para o endereço de franquia paga a seguir indicado.

### Soomaali

Haddii aad ku doonaysid tan luqaddaada, fadlan tik sii sanduuqa. Ku buuxi magacaada iyo cinwaankaada una soo dir foomka cinwaanka hoos ku xusan ee bilaashka ah.

### Türkçe

Eğer bu formun Türkçe'ye çevrilmesini istiyorsanız, kutunun içini işaretleyip adınızı-soyadınızı ve adresinizi yazdıktan sonra lütfen aşağıdaki adrese pul yapıştırmadan gönderin.

### اردو

یہ مواد اگر آپ کو اپنی زبان میں درکار ہو تو برائے مہربانی خانے میں ٹک کا نشان لگائیں۔ اپنا نام اور پتہ لکھ کر اس فارم کو درج ذیل پتے پر روانہ کریں۔  
ڈاک ٹکٹ لگانے کی ضرورت نہیں ہے۔

Please tell us if you would like this in another language that is not listed or in any of the following formats and send this form to the freepost address below.

In large print  On audio tape  In Braille

In another language, which is \_\_\_\_\_

Name and address \_\_\_\_\_

Barnet Homes, Freepost Lon 18794, London N20 0BR

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