



“Together we make a difference”



WENHAM VIEW

Dove Close • Capel St Mary

WENHAM VIEW

Dove Close, Capel St Mary consists of 32 properties, 6 affordable rent and 26 for leasehold sale. There are 19 apartments and 13 bungalows for leasehold sale, all of which consist of 2 bedrooms and have been built for local people or those who have connections to the village or the surrounding parishes. These properties are designed to offer independent living to those who have previously struggled in their home. The properties have been built to wheelchair standard and have wet rooms attached to the main bedroom and pull cords in all rooms in case of emergency.

To be considered for one of these properties you will need to contact the Home Ownership Officer who will guide you through the application process and assist you with getting your name down on the list for one of these properties.



We can provide a domiciliary care service which is regulated by the Care Quality Commission to deliver personal care within the scheme and via an outreach service to local residents.

AIMS & OBJECTIVES

“Our House is your Home...”

- ◆ To ensure we meet our objectives we will monitor our service by asking you to complete our annual quality assurance survey and publishing the results for all to see.
- ◆ We can provide a domiciliary care service which provides high quality care and support at all times to enable you to remain living as independently as possible within your own home.
- ◆ We ensure we are compliant with the Health & Social Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.
- ◆ To ensure that shared spaces within the scheme are maintained to a high standard for the well-being and enjoyment of customers, staff and visitors and actively promote the scheme as an inclusive part of the local community.



ACCOMMODATION

Wenham View, Dove Close consists of **19 apartments, over two floors**, and an additional **13 bungalows**. Each property has its own front door, a bedroom, lounge, kitchen and shower or bathroom, including a WC. Within each property there is an Emergency Intercom alarm system, with pull cords to operate this. Pendant alarms to wear are also available upon request.

- ◆ A large tenants' lounge and kitchen
- ◆ A smaller lounge for more informal use by tenants
- ◆ An assisted bathroom
- ◆ A laundry room containing washing machines and tumble dryers



FACILITIES

- ◆ A 24-hour door entry system with CCTV to give additional home security
- ◆ Lift providing easy access to first floor accommodation
- ◆ Treatment/Hobbies room
- ◆ Communal gardens including patio area
- ◆ A scooter store facility



GUEST ROOM

Wenham View offers tenants the opportunity for visiting friends or family to hire the guest room.

Please contact the Service Co-ordinator on 01473 310032.

***“Our House is
your Home...”***



RESIDENT INVOLVEMENT AND QUALITY ASSURANCE

The scheme holds regular tenant meetings and tenants also have the opportunity to influence the services provided by the Association by joining the Scrutiny Panel or one of the Resident Involvement Initiatives. We always encourage tenants to get involved, as much or as little as they like. Tenants' opinions and experiences of our services are greatly valued and more details regarding Resident Involvement can be found on our website:



www.orwell-housing.co.uk

CARE SERVICES

You can purchase a care service from our Domiciliary Care Agency, regulated by the Care Quality Commission.

We will ask you to sign a Care Services Agreement which clearly defines our terms and conditions. We will also provide you with an individual care plan which will be tailored to your requirements. Your care plan will define which tasks you need help with and will be reviewed with you on a regular basis.

We provide this service to older people who have a variety of support needs including mental health, physical, sensory and learning difficulties. Staff are trained to QCF (Qualifications Credit Framework)/NVQ (National Vocational Qualifications) in Health and Social Care Standards, including Manual Handling and other specialised training dependent on the needs of the individual such as Dementia, Parkinson's, Diabetes, and Strokes. All our support staff have been vetted with an enhanced Disclosure and Barring Services check.

We are able to offer outreach care and support services to the local community and short term respite or transitional services within our other schemes, with personal care delivered by our staff. Our aim is to assist individuals in maintaining their daily living skills in order for them to be as independent as possible.



Additional Services

We can help you with the following, laundry, cleaning, shopping, assistance with bathing, attending outings, various in-house activities such as bingo, sing-a-longs and arts and crafts. This is not an exhaustive list, therefore, please contact us for further information.



HOW MUCH WILL IT COST AND HOW DO I APPLY?

Properties are available to those who are over 55 and live, work or have family who live in the Babergh District with priority being given to those who live in Capel St Mary. Rented properties will be advertised on Gateway to Home choice. You will need to register at www.gatewaytohomechoice.org.uk

Bungalows and apartments are available for affordable rent and leasehold sale, the purchase price will be fixed at the time you reserve a property.

When purchasing a 75% share of the property, no rent is payable on the remaining 25% that is owned by Orwell.

Once you have your property on the market, you can hold a property for three months whilst selling

your current home. When reserving a property you will be required to pay 2% of the share price.

A service charge is payable for the bungalows and apartments which includes the upkeep of the communal areas and staffing.

You can sell your home in the same way you would normally sell a property. To find out how much it costs, contact our Home Ownership Officer on 01473 218818.

Orwell will hold a waiting list for anyone with interest and who meet the criteria.

POLISH



Aby uzyskać przetłumaczenie dokumentów z Orwell Housing albo gdy potrzebna jest pomoc tłumacza na żywo, proszę wysłać następujące dane :

MANDARIN



如果你需要任何有關Orwell 房屋協會的資訊翻譯版，或需要傳譯員協助的話，請把以下資料送回：

KURDISH



کردنی هەر جۆره زانیاریەک له لایین (Orwell) موه یان پێیوستیت به یارماتی
ئەگەر پێیوستیت به هەر جۆره یارماتیەک هەیه بۆ تەرجومه

BANGLADESH



যদি আপনি ওরওয়েল হাউসিং অ্যাসোসিয়েশনের কোন তথ্যের অনুবাদ চান অথবা কোন অনুবাদকের সাহায্য চান নিচের অংশটি লিখে এই ঠিকানায় জানান: কাস্টমার সার্ভিস টিম, ক্রেন হিল লজ, ৩২৫ লন্ডন রোড, ইপসউইচ আই পি২ চকিউ জে।

PORTUGUESE



Se precisar de traduzir qualquer informação da Housing Association Orwell ou caso necessite da ajuda de um(a) intérprete envie os seu detalhes para:

If you need to translate any information contact Orwell Housing Association or if you need the help of a translator or interpreter, send your details to:

Customer Service Team, Orwell Housing Association,
Crane Hill Lodge, 325 London Road, Ipswich IP2 0BE

“Together we make a difference”