

## 1. WHAT IS SHELTERED ACCOMMODATION?

Sheltered housing is designed specifically for the elderly and provides a range of communal facilities together with the services of a warden.

Teesdale Housing Association aims to provide convenient and comfortable accommodation in a setting which allows tenants to lead a private and independent life in their own home yet gives underlying security with an on site warden.

## 2 WHAT IS THE ROLE OF A WARDEN?

The principal role of the warden is to discreetly oversee the well-being of the tenants, to act as a co-ordinator for the provision of support services and to respond to emergencies during office hours.

Relatives have the ultimate responsibility for the care and welfare of their relatives.

## 3. WHAT IS THE WARDEN NOT RESPONSIBLE FOR?

As is sometimes mistakenly believed, it is not part of the wardens role to:

- Provide nursing care or personal care
- Dispense drugs in any form
- Handle any tenants finances, to do tenants shopping or collect pensions

## 4. HOURS OF DUTY

The working hours of the warden are as follows: 9.00 am to 5.00 Monday to Friday.

Whilst on duty, the warden will be available either in the office, in the communal areas or visiting tenants.

## 5. WARDEN CALL SYSTEM

Whilst the warden is on duty, tenants have the use of an emergency call system linked to the wardens office.

The warden is on call during the night but only in emergencies.

## 6. DOOR ENTRY SYSTEM

These systems are provided to give additional security. Each tenant is provided with a key fob to provide secure access to external doors.



## 7. COMMUNAL FACILITIES INCLUDED

- Common Room for social activities
- Guest Room, which can be used for a small charge by relatives and friends
- Laundry- cost of which is included in the service charge
- Hobbies Room/ Quiet Room used for quiet activities

## 8. TV LICENCES

Teesdale Housing Association currently covers the cost of the TV licence.

## 9. HEATING AND HOT WATER

The cost of heating is included in the service charge.

Electric and water utilities are paid for on an individual basis



# ABOUT SHELTERED ACCOMMODATION

**Broumley Court  
Staindrop**