



Welcome to The Crescent





THE CRESCENT, PENRITH

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

A BRIEF HISTORY

The Crescent sheltered Housing scheme was first built in 1986, owned by Eden District Council it was opened by the well known and loved MP, The late Willy Whitelaw. 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.



LOCATION AND LAYOUT OF BUILDING

The Crescent is unlike the traditional sheltered housing scheme in its design, as it consists of six blocks of self-contained flats. There are six flats in each block in a three-storey building.



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

The Crescent is located on the edge of Penrith and overlooking magnificent views of the fells and surrounding countryside. The scheme is well served by public transport; there is a regular bus service, which stops directly outside the building. The train station is only a ten to



fifteen minute walk away or two minutes by car.

The scheme is also served by a mobile shop, which calls every Saturday and almost everything, residents can also pre order what they need. Also most local supermarkets provide a home delivery service.

STAFF AND HOURS WORKED & WHEN VISITS TAKE PLACE

The Supported Housing Officers (employed by Eden Housing Association) are normally on duty seven days a week from 8.30am to 4.30pm.

The scheme office is situated within Flat 20, which is also the communal room. If you wish to know which member of staff is on duty on a particular day, the duty rota is on display on the notice boards in the communal corridors along with information about current and future events.



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 all main doors, which is connected to an intercom in each of the flats so tenants can let their visitors in.

FACILITIES

Communal tumble dryer- is provided for residents use only in the communal kitchen. Washing lines are provided for each block outside the ground floor entrances.

Library-there is also a well stocked library in the communal room, as well as a mobile library that calls at the scheme every month.

Refuse service call every Monday morning and the bin stores are located on the ground floor outside the main entrances. There are also boxes provided for recycling and a bin for garden waste

Car parks- there are two car-parks, one at each end of the scheme. These are for use of the residents, their family, and visitors only. Please use the marked spaces available and do not park directly outside the gates, as this area is for emergency services only i.e. ambulance etc.

Suggestion box- this facility is for resident's complaints or suggestions it is available to use in the communal room and is emptied and acted on monthly.

Holy Communion- this is held every first Wednesday of the month in the communal room from 10.45am.

Communal Cleaning - the scheme is cleaned twice a week, Monday & Thursday mornings so please be aware of health & safety signs on display on these days. All windows are cleaned on a monthly basis by one of Eden Housing Associations contractors.

Guest Accommodation - there is access to the single room at a neighbouring scheme, 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 – THE CRESENT, PENRITH

You will find a list of useful information to follow regarding local amenities and clubs in the area. This list also includes local shops, hairdressers, doctors etc.

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.



AMENITIES

There are a range of amenities in Penrith including restaurants, cafés, the bus station, the train station, shops and supermarkets. The Co-op and Somerfield will make free home delivery on your grocery items. Morrisons is situated a short walk from the main street.

DOCTORS SURGERY/CHIROPDIST/DENTISTS



Corney Place Medical Group,

Tel 01768 245 226

| | | | | |
|---------------|-----------|-----------|-------------|----------|
| Opening Times | Monday | 9am-10.30 | | 4.30-6pm |
| | Tuesday | 9am-10.30 | 1.30pm-3.30 | 4.30-6pm |
| | Wednesday | 9am-10.30 | 11am-12.30 | 4.30-6pm |
| | Thursday | 9am-10.30 | | 4.30-6pm |
| | Friday | 9am-10.30 | 11am-12.30 | 4.30-6pm |

Bishops Yard Medical Group

Tel 01768 245 219

Fax 01768 891 052

Opening Times 8.30am to 6.30pm Monday to Friday

Birbeck Medical Group

Tel 01768 245 200 appointments

NHS Direct 0845 464 7

Opening Times 8.30am to 6.30pm Monday to Friday

The surgery is closed for routine work on Thursdays between 12.30 to 1.30pm and for one afternoon a month for staff training.

Penrith Chiropody Department

Health Centre, Bridge Lane Penrith

Tel – 01768 245 264

Opening times
Mon – Wed 08.45am to 5.00pm
Thur – Fri 08.45am to 5.00pm

(All based at the Health Centre on Bridge Lane.)

For further information and any request to view our scheme, Please contact Liz Harrison – Community Support Officer on 01768 861 453

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.

Eden Housing Association Ltd
Blain House, Bridge Lane, Penrith, Cumbria
CA11 8QU
Tel:01768 861 400 Fax:0870 051 1685
Email : enquiry@edenha.org.uk
Freephone repairs helpdesk: 0800 358 1401

