

## Services

Bannister Court has lots to offer, with many services visiting the scheme, for example: -

- Mobile library
- Hairdresser
- Chiropodist

The scheme directory will give full details of these. This is available from your Sheltered Housing Manager.

A cleaner is responsible for cleaning the communal areas and the windows are cleaned externally four times a year.

### What Happens when the Scheme Manager is Off Duty?

Your alarm system is linked to "Central Control". They will know who and where you are even if you are not able to speak to them, the appropriate help will be sent to your assistance. Your Sheltered Housing Manager will tell you more about this service. Visits to Central Control can be arranged.

### How Can You Help Us?

Please complete the resident's information form, with your personal details. This will help us in an emergency. It is important that this information is kept up to date, so please remember to tell us if you change your doctor, or your family change their telephone number. All information will be treated confidentially and is covered by the Data Protection Act.

## Our Mission is to:

Provide a Safe environment where Tenants can:

- Maintain their own standard of living
- Get help when they need it
- Influence how their Sheltered Scheme is run

*"I absolutely love it here. Moving to Bannister Court was one of the best decisions I have ever made"*

Current tenant Bannister Court

#### Sheltered Housing Services

Winfrid House  
Boniface Close  
Totton.

Hampshire SO40 3SJ  
Phone: 023 8087 1432  
Fax: 023 8086 0350

Email: [sue.reynolds@nfdc.gov.uk](mailto:sue.reynolds@nfdc.gov.uk)

# Sheltered Housing Services



**Bannister Court**  
Rumbridge Gardens  
Totton  
SO40 9PL

Tel: 023 8066 6479

**A message from New Forest District Council's Sheltered Housing & Central Control Services Manager**

Welcome to New Forest District Council's Sheltered Housing, where you will feel safe, secure and have peace of mind. We hope you will be very happy in your new home.

This leaflet gives you brief details that we hope will be of use to you. Further information is available from your Sheltered Housing Manager or the Sheltered Housing Services office.

## Location

Bannister Court is a purpose built sheltered housing scheme. It is a pleasant looking property surrounded by an established garden. Offering a secure environment, whilst remaining part of the community, it is situated on the south side of Totton - "The Gateway To The New Forest". It is a 2 minute walk away from the local shops and other amenities, with the local bus route being 2 minutes away.

## Accommodation

The scheme was built in 1988 and has 37 self contained, electrically heated, flats on three floors. Two lifts are sited at each end of the building.

Each flat comprises of a:

- Lounge
- Kitchen - with space for cooker, fridge/freezer and washing machine
- Bedroom - one / two bedroom
- Bathroom
- Hallway - with a spy hole in the flat door for additional security

## Safety and Security

The safety and security of all tenants is very important. Each flat is fitted with a smoke alarm which is connected to the fire alarm system.

A 24-hour alarm system is connected to all the flats, with pull cords in case of an emergency.

A door entry system enables you to let your visitors into the scheme.

**You have your own key to your own front door, although we have a master key that enables us to gain access if necessary in the case of an emergency.**

## Facilities

A large tastefully decorated comfortable communal lounge is centrally placed. An ideal meeting place for tenants and guests, with a kitchen nearby where you are able to make a cup of tea or coffee. Toilets are close by with disabled access. Although there is no laundry, a tumble dryer is provided for those days when you are not able to use the rotary lines provided in the gardens.

Bannister Court has a non-smoking policy in all the communal areas.

## Sheltered Housing Manager

A highly motivated Sheltered Housing Manager oversees the management of Bannister Court, with other Sheltered Housing Managers providing a back up system, covering for sickness / holidays and outside of normal working hours.

Although the list of duties is not exhaustive, your manager will: -

- Make daily contact with all tenants, Monday - Friday
- Liaise with other agencies / organisations
- Respond to emergencies
- Report any faults or repairs
- Encourage social activities
- Monitor contractors - ensuring value for money

Your manager, as the co-ordinator, will arrange additional care if required but is not employed to carry out such duties.

## Social Activities

A social club is available for tenants to join if they wish and several social activities are organised during the year:

- Coffee mornings to afternoon teas
- Scrabble and beetle drives
- Bingo
- Coach outings to theatre trips
- Bring and buy stalls
- Autumn Fayres

There is something for everyone, or maybe you have an idea which you would like to share.