



## **Hanover (Scotland) Housing Association Ltd**

**Orchard Court, Orchard Street, Renfrew PA4 8RZ**  
**Telephone - 0141 886 7216**

### **Introduction**

Orchard Court, Renfrew is purpose built very sheltered housing developed by Hanover (Scotland) Housing Association in partnership with the local authority. The accommodation provided is individual flats with additional communal facilities. There is a small staff team on site to assist you to manage your tenancy and provide main meals.

Each resident has a named member of staff, one of the support workers, who is their key worker. They will assist you to manage your tenancy and to link closely with colleagues from the local authority and other agencies.

The local council social work department will provide care according to your assessed needs. Health care will be provided as normal by local health care staff and will be co-ordinated by your general practitioner.

### **Location**

Orchard Court is located in the residential area of Renfrew. Renfrew Town centre is a few minutes walking distance from the Development. Public transport to the town of Paisley is a short distance from the Development.

## **Size of Scheme**

This very sheltered development comprises 15 flats all on ground level.

13 x 1 person, 1 apartment flats  
2 x 2 person, 2 apartment flats

## **Staffing**

The development is staffed by a very sheltered housing manager, support workers, cooks and domestic assistants.

They are available to help in an emergency and to provide advice, assistance and support to residents. They are responsible for delivering a range of housing management and housing support services. These include daily administration of the scheme, supervising the cleaning of the common areas of the development, and liaising with contractors. They will, provide you with a daily call. The staff will respect your independence, however they will liaise with medical practitioners, nursing services, the local authority social work department and voluntary, private and other care providers on your behalf if necessary. They do not provide direct nursing services themselves or carry out domestic services such as doing shopping for residents.

Staff cannot take the place of your own family, home carers or other services. They cannot become involved in personal or other relationships with residents beyond the professional requirements of the services they provide.

Support Workers are on duty as follows:

Daily - 8.00am to 10.00pm

Between 10pm and 8am residents requiring assistance should pull their cord to contact the Hanover Telecare Service. If the matter is an emergency which cannot be dealt with over the phone the call will be forwarded to Renfrewshire Council Responder Service, who will attend.

The normal working hours of the staff are displayed on the development. Hanover will strive wherever possible to maintain these hours. However, there may be circumstances in which it is not possible to have a staff presence on the development at all such times. The stated hours are therefore indicative only and are not guaranteed.

To ensure that 24 hour cover is maintained at the development, the community alarm service is available and fully briefed during periods when staff fluctuations may occur.

### **Heating and Hot Water**

The Development is served by electric storage heaters. In the studio flats, there are storage heaters in the lounge and bathroom. In the one bedroom flats there is a storage heater situated in the bedroom also.

### **Electricity Charges**

All flats are served by the main electric source. Electricity charges are reflected in the main service charge.

### **Meals**

In addition to Housing support Services we also provide two cooked meals a day. For this development this is typically a three course meal at lunch time and a high tea in the evening. Residents provide their own breakfast.

Meals are prepared by our on site staff and served to you in our dining room. We offer a varied menu taking into consideration personal choice, seasonally available fresh produce and also all dietary requirements. All catering costs are included in the monthly charges.

### **Residents' Lounge**

The lounge, which is fully furnished and carpeted, gives residents a meeting place should they wish to meet each other during the day for tea, etc. Residents are also free to invite

friends and neighbours to join them here. The Association may require on occasion to use the lounge for meetings and the room may also be used by outside groups in which case a charge will be levied to the group using it.

There is a resident's social committee at Orchard Court, who will occasionally arrange social activities for the residents.

### **Guest Bedroom**

These are best described as "communal second bedrooms" which residents can book up to two months in advance for friends and family who are visiting them. A small charge is made for the use of the guest bedroom to offset the cost of heating and laundering of bedlinen. Its priority use is for friends and family staying to support a tenant during any illness.

### **Laundry**

A private laundry for residents' own use, or by care at home staff on their behalf, is provided. It has automatic washing machines and tumble driers. There is also a 'whirlygig' situated outside the laundry room for use in fine weather.

### **Alarm System**

All properties on the development are fitted with an alarm system, which allows residents to summon help in an emergency.

It enables residents to make immediate contact with the staff, or in their absence with the alarm control centre.

A pull cord to activate the alarm is situated in every room. Advice on how to use the alarm system will be given to every resident when they move in.

## **Keyholders**

When a resident moves into their new home emergency contact information will be requested. This includes the name, address and phone number of anyone who holds a key to their home and could be contacted should the need arise. Please note that this could be at any time. However the call centre would not contact your keyholder(s) during the night unless it appeared to be a genuine emergency situation.

A Housing Support Plan and Telecare form will be completed by Support Workers for each resident, which will detail when relatives wish their family to be called in an emergency.

## **TV Aerial**

A communal aerial is provided, with a socket in every living room, therefore an individual aerial is not necessary.

## **Concessionary TV Licence**

New residents under the age of 75 years will be entitled to a concessionary TV licence. New residents aged 75 years or over will be entitled to a free concessionary TV licence.

## **Insurance**

The Association can arrange to provide contents insurance to residents at a very reasonable cost. Top up, at a small additional premium, to provide a higher level of cover is available. Alternatively residents can arrange their own contents insurance but must advise the Association if they wish to pursue this option. Full details are available from area office.

## **Gardens**

The Association maintains, through the Service Charge, all the grassed and planted areas in the development. However, should anyone wish to have a small plot for gardening it may be possible to arrange this.

## **Pets**

Hanover has no objection to a resident bringing one well behaved pet, subject to the Association's prior written permission, but ask that residents seek special permission should they wish to keep more than one pet. Where a resident has a dog, the animal should be exercised outwith the area of the development. No dogs should be allowed to foul the garden area, pathways or car parking areas.

## **Rents and Services Charge**

The accommodation is let to the tenant by the Association as a Scottish Secure Tenancy, under the provisions of the Housing (Scotland) Act 2001.

The monthly payment due to the Association includes both a rental charge and a services charge component. The rental charge is set by the Association and covers the costs of providing, managing and maintaining the property. The service charge covers the costs of the services provided by the Association in very sheltered housing including housing management services, cleaning of common parts and garden maintenance. A services schedule listing services applicable to your development is attached to your tenancy agreement.

Both rental and services charges are eligible for housing benefit and residents should apply to the local council housing benefit section for this.

The total monthly charges as at April 2008 are given at the table of charges at Appendix I. These figures include a charge for heating and hot water.

The Association reviews these charges in April each year.

## **Housing Support Charges**

In addition to the above charges, there is also housing support charge. The local council will collect this charge directly from you.

This sum is the cost to the Association of providing the housing support element of the housing service. It includes items such as the security system in the development, the community alarm service, staffing and the cost of being registered with the Care Commission (the organisation which regulates and inspects housing support services).

You may be eligible to receive financial support to pay this charge. You are strongly advised to request a financial assessment from your local council.

### **Council Tax**

Residents are responsible for paying their own council tax to Renfrewshire Council.

### **Repairs and Maintenance**

The Association, as landlord, has responsibility for certain repairs, under the Scottish Secure Tenancy Agreement. You have a responsibility for maintaining the internal decoration of the accommodation, which will be in reasonable decorative order when you move in. You are also responsible for ensuring that your home is kept in good order.

### **Annual Development Meeting**

At least one meeting will be held each year in the communal lounge, to which all residents are invited. The meetings will take place in the autumn of each year, after the financial statements have been issued, (normally August/September).

### **Liaison and Consultation**

It is the Association's policy to consult residents on significant matters which might arise. Hanover will do this in a variety of ways, including writing to residents, visiting residents to discuss the matters and/or call further developments meetings if required.

## About Hanover

Hanover (Scotland) Housing Association Ltd was formed in 1979 and is now firmly established as one of the most respected providers of housing and related services for older people in Scotland. It is a Scottish charity and is run by a Committee of Management comprising up to 15 voluntary members. The Association is registered with Communities Scotland as a social landlord.

Hanover's aim is to:

"provide a good range of quality housing and related services to people in need of support, mainly in the retired community, in ways which will ensure customer satisfaction."

Hanover specialises in the development and management of purpose built housing for older people and most of its housing is sheltered housing. As well as sheltered and very sheltered housing the Association also provides amenity housing for less frail older people and general needs housing for families and single people.



Hanover (Scotland) Housing Association Limited:  
 A Scottish charity reg no SC 014738  
 Communities Scotland reg no HEP 124  
 Industrial and Provident Societies Act 1965 reg no 1983 R(S)



## Hanover (Scotland) Housing Association

Breakdown of rent and service charges payable per calendar month

### Very Sheltered and Care Housing Orchard Court

<b>Accommodation size</b>	<b>Amount</b>
1 person, 1 apartment flat (flats 1,2,3,4,5,7,9,11&13)	£
Rent	202.81
Service Charge	495.00
Heating	70.00
Meals charge	263.00
Contents insurance	0.25
<b>Total</b>	<b>1031.06</b>

<b>Accommodation size</b>	<b>Amount</b>
1 person , 1 apartment flat (flats 6, 10, 12, 14)	£
Rent	222.88
Service Charge	495.00
Heating	70.00
Meals charge	263.00
Contents insurance	0.25
<b>Total</b>	<b>1051.13</b>

<b>Accommodation size</b>	<b>Amount</b>
2 person, 2 apartment flat (single occupancy flat 8)	£
Rent	216.67
Service Charge	495.00
Heating	76.00
Meals charge	263.00
Contents insurance	0.25
<b>Total</b>	<b>1050.92</b>

<b>Accommodation size</b>	<b>Amount</b>
2 person, 2 apartment flat (double occupancy flat 15)	£
Rent	238.71
Service Charge	495.00
Heating	76.00
Meals charge	345.00
Contents insurance	0.25
<b>Total</b>	<b>1154.96</b>