

Introduction

This brochure is a directory of sheltered housing in the borough.

We, Sutton Sheltered Housing Forum, are made up of representatives from registered social landlords (housing associations) and the local authority. Our aims are to promote sheltered housing in the borough and develop this service by working together.

This brochure lists the sheltered housing schemes that are available for rent in Sutton and the private retirement housing that is for sale. Its purpose is to tell older people about the wide range of sheltered schemes in the borough.

What information is provided in this brochure?

The brochure gives:

- a list of the relevant landlords and freeholders who manage the schemes;
- a map of the borough, with all the sites numbered;
- details on how to get to each scheme; and
- information about each scheme.

What is sheltered housing?

We have adapted the answer to this and the following questions from the Emerging Role of Sheltered Housing (EROSH) project leaflet 'Eight key questions and answers'.

Sheltered housing is a huge resource. Half a million older people in the UK currently live in sheltered housing, more than in residential and nursing care put together. Sheltered housing was originally intended for fit, active older people. Now, however, people who are less active can also live there because more care services are being provided at home. The service has developed in response to people's changing needs.

Residents can live independently in specially designed accommodation that aims to offer them a home for life.

Sheltered housing is specially designed or adapted accommodation that is available for rent or for sale, mainly for older people. It is sometimes called retirement housing. Some sheltered schemes are called 'extra-care sheltered housing' or 'very sheltered housing', and these may provide extra facilities.

What does it provide?

Different housing schemes offer different services. However, they usually provide many of the following.

- Self-contained flats with their own bathrooms and fitted kitchens. (Some of the older schemes in the borough which have not been modernised yet, still have shared bathrooms.)
- Shared facilities such as:
 - ♦ a laundry;
 - ♦ a shared lounge for a variety of social activities;
 - ♦ gardens; and
 - ♦ a guest room.
- Security and safety features such as door-entry systems.
- A warden, scheme manager or sheltered-housing officer who may or may not live at the scheme.
- 24 hour emergency help from the call centre which each flat is connected to.

What does the sheltered-housing officer or scheme manager do?

Again, this varies according to the type of scheme and the needs of the residents. They usually:

- help newcomers to settle in and explain how everything works;
- make regular contact with each resident;
- deal with emergencies;
- encourage people to take part in social activities;
- report and monitor repairs and maintenance work;
- assess needs and, in consultation with residents, work with families, and statutory, voluntary and private agencies, to make sure these needs are met; and
- co-ordinate and give advice on services such as shopping, cleaning, cooking, personal and nursing care (although they don't normally provide these services themselves).

Who is eligible for sheltered housing?

- People living alone or couples can move into sheltered housing.
- Most organisations say that you should be over 60. There is rarely an upper age limit.

- Many older people can now move into and stay in sheltered housing because many of the buildings are specially designed for delivering health, care and support packages. We will usually discuss your particular needs with you before you move in to make sure that services are in place before you arrive.
- Most sheltered housing providers do not provide care but may be able to put you in touch with an organisation who can help you.

How much does it cost?

- If you rent your home, you will pay rent every week, two weeks or month. You will have to pay a service charge and may sometimes have to pay a heating charge.
- If you buy your home, you will pay a service charge.
- The support charge in rented schemes includes the cost of the warden, scheme manager or sheltered-housing officer, and the alarm service.
- The service charge in rented and owner-occupied schemes includes the cost of cleaning, gardening and maintaining shared areas.
- You may be entitled to Housing Benefit or help from social services or Supporting People (or both). We will tell you about this when you apply.

Can I get help with the costs of sheltered housing?

If you rent your home

- You maybe entitled to Housing Benefit, which will pay some or all of your rent, and our supporting people team will pay your support charge in full to your landlord.
- If you are not entitled to Housing Benefit but have a low income, you can get help with your support charge from social services.
- For more information you can contact the supporting people team by phoning 0208 770 4219 and they will help you.

If you lease your home

- You can apply for a Council Tax rebate, and you may get help with your service charges if you are on income support.

What are the benefits of living in sheltered housing?

You will have:

- good-quality housing;
- a home for life, wherever possible;
- your own front door;
- independence;
- peace of mind, with help available from the scheme manager, sheltered-housing officer or central control in emergencies;
- security;
- company when you want it;
- the opportunity to be part of a community; and
- a choice of landlord or provider.

What should I look for in a sheltered housing scheme?

Be clear about what you want and decide which of the following factors are important to you.

- How near is the scheme to shops, transport and surgeries?
- Is the scheme suitable for people with special needs (if you are in a wheelchair, have problems with your sight and so on)?
- Are the shared facilities what you want?
- Does the size and layout of the flat or bungalow meet your needs?
- What is the atmosphere like?
- Is the warden, scheme manager or sheltered-housing officer welcoming and informative?
- Does the cost include the service and support charge?
- What do other residents say about living there?

What is extra-care sheltered housing?

Extra-care sheltered housing is the same as sheltered housing but with the benefit of support from an on-site care team and usually the opportunity to buy a hot midday meal at the scheme. The aim is to provide a home for life in individual flats instead of residential care.

People applying for extra-care sheltered housing must:

- be registered on the council's housing register and have been assessed as having priority for rehousing; and
- receive at least four to five hours of care each week in their existing accommodation (or their care hours are predicted to increase to four to five hours a week within the next few months).

How can I find out more about sheltered housing and retirement housing?

- Contact your local council, housing associations and private retirement-housing providers, and arrange to visit some schemes or register on their waiting list.
- The Elderly Accommodation Counsel provides detailed information about 21,000 housing schemes for older people throughout the UK. Phone 020 7820 1343 or e-mail enquiries@e-a-c.demon.co.uk
- Age Concern, Sutton Borough provides detailed information on a wide range of issues including sheltered housing, housing associations and other providers. Phone 020 8770 4090 or e-mail mharper@ageconcern.org.uk for the advice services. Age Concern have also published a handbook called 'The Sutton handbook. A guide to services for older people'. The booklet provides information on many issues for older people. For a copy, or for more information, contact Age Concern, 2 Lower Square, Civic Centre, St Nicholas Way, Sutton, SM1 1EA.

Organisations providing sheltered housing for rent in the London Borough of Sutton

Landlord	Scheme address	Map reference	Page number
Abbeyfield Beddington and Wallington Society	107-109 Woodcote Road Wallington		1
	82 Mulgrave Road Cheam		2
Abbeyfield Cheam Society	82 York Road Sutton		3
Bourne Housing Society	Barton Court Grove Road Sutton		4
	Durston Court 55-57 Grove Road Sutton		5
Croydon Churches Housing Association	Connell House 21-23 Elgin Road Wallington		6
	Distin Court 1 Collington Road Sutton		7
	Grace Court 138 Brighton Road Sutton		8
	Hepworth Court 33 Barrington Road Sutton		9
	Knight House Lynwood Drive Worcester Park		10
Hanover Housing	Fiske Court Cavendish Road Sutton		11
	Runneymead Court 38-44 Beddington Gardens Wallington		12

Landlord	Scheme address	Map reference	Page number
Hanover Housing (continued)	Pollard House 15-19 Kingsmead Avenue Worcester Park		13
Housing 21	Richard Sharples Court 40 - 50 Cavendish Road Sutton		14
London Borough of Sutton	Beechtree Place Sutton		32
	Chaucer Gardens Sutton		16
	Church Hill Carshalton		17
	Clarence House Clarence Road Wallington		18
	Clarence Road, West Street and Thomas Wall Close Sutton		19
	Cooper Crescent Carshalton		20
	Crown Road Sutton		21
	Elizabeth House and Mickleham Gardens Park Lane Cheam		22
	Lovett Drive Carshalton		23
	Old Swan Yard Carshalton		26
	Olveston Walk and Beadlow Close Carshalton		25
	Richmond Green Beddington		26
	Rosebery Gardens Sutton		27
	Seven Acres and Marfleet Close Carshalton		28

Landlord	Scheme address	Map reference	Page number
London Borough of Sutton (continued)	Shearing Drive Carshalton		29
	St Pauls Close Carshalton		30
Southern Housing Group	Nairn Court Elgin Road Wallington		31
Sutton Housing Society	Dorothy Pettingell 6 Vermont Road Sutton		32
	Griffiths Close 209 Cheam Common Road Worcester Park		33
	Lancelot House 90 Welbeck Road Sutton		34
	Margaret House 7 All Saints Road Sutton		35
	Old Brewery House 294 London Road Wallington		36
	Robertson House 1 Christchurch Park Sutton		37
	Ronald House 145 Carshalton Road Sutton		38
	Thomas House 20 Grange Road Sutton		39
	Trickett House 125 Brighton Road Sutton		40

Extra-care sheltered housing for rent in Sutton

Landlord	Scheme address	Map reference	Page number
Anchor Housing Trust	Admiral Court and Blake Close Welbeck Road Carshalton		41
London Borough of Sutton	Crownbourne Court St Nicholas Way Sutton		42
	Milton House Chaucer Gardens Sutton		43
Sutton Housing Society Limited	Norman House 70 Cheam Road Sutton		44
Thames Valley Charitable Housing Association	Cloverdale Court 10-14 Stanley Park Road Wallington		45

Retirement housing for sale in Sutton

Landlord	Scheme address	Map reference	Page number
Guardian Retirement Housing	Deacon House Station Road Belmont Sutton		46
Shenstone Properties Limited	Alvenia Lodge Oakhill Road Sutton		47
Housing 21	Patricia Gardens The Crescent Belmont		48
McCarthy and Stone Developments Limited	Lavender Court Cavendish Road Sutton		49
	43-47 The Crescent Belmont		50
Peveral Management Services Limited	Ashby Grange 11 Stafford Road Wallington		51
	Cavendish Court Holmwood Gardens Wallington		52
	Forest Dene Court Cedar Road Sutton		53
	Marlborough Court Cranley Gardens Wallington		54
Raglan House Association Limited	Brook Court 78 Wordsworth Drive London Road North Cheam		55
Retirement Care	Oak Lodge Thickett Road Sutton		56
<i>The map is at the back of this brochure.</i>			