

Retirement Housing Information Sheet

Telecare Services



Community Alarm Service

Thenue Housing owns 3001 properties for rent, 27 supported housing projects and almost 100 shared ownership properties.

As part of our Community Housing Services, we also offer a Retirement Housing Service which provides enhanced tenancy management, assisting tenants to manage at home and remain in their homes for as long as they wish.

We have 192 retirement housing properties located in Bridgeton and Calton.

Most of our tenants in these properties also have a SMART hub emergency alarm system which allows tenants to get help in an emergency such as a fall or sudden illness. It also provides extra support if you live alone and are vulnerable or have a medical condition which may mean you are at risk.

If you do not live in one of our properties with an alarm fitted, and you are an older person, vulnerable or feel you would benefit from this extra support, staff can make a referral to Social Work Services for a "dispersed" alarm to be fitted to your home.

These types of alarms only work through a phone line so in order to be considered, you do need to have a phone line in your home.

The alarm system is linked to Homecare's Alarm Receiving Centre at all times, day and night and they will respond to any emergency calls made to them.

Glasgow City Council make a separate charge to anyone receiving an alarm service. Social Work Services will arrange with you how you can make payment to them and they can also arrange for you to have a financial assessment carried out,

in case you qualify for exemption. The current charge for the service is approx £16 per month.

Other Telecare Equipment

Homecare can also provide a variety of other equipment. These include monitors for falls, doors and for flooding. More information is available - just contact our office.

Where can I get more information on this?

If you would like further details, please contact our Retirement Housing Assistants as detailed below:

Housing Support Team
423 London Road, Glasgow,
G40 1AG
Tel: 0141 550 3581

If you are a Thenue Housing tenant, we have a self service App for your phone or tablet and a web portal

on our website which means you can access many of our services from the comfort of your home or whilst you are out and about. Via our App or our Web Portal, you can:

- report a repair
- check your rent balance
- report a neighbour or estate complaint
- change your contact details

The App is available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it please do contact staff at our office.



thenue housing
423 London Road, Glasgow, G40 1AG
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www.thenuehousing.co.uk

We are committed to ensuring access to information for everyone. If you need this information translated in another language, Braille, audio or large print version, please tell us.

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