

Retirement Housing

an enhanced tenancy management service



Retirement Housing - A Housing Service

Thenue's sheltered housing has changed!

From April 2015, our Sheltered Housing/Housing Support Service has been redesigned into a Retirement Housing Service.

The new service aims to meet the needs of older tenants wishing to retain their independence in a safe and secure environment with the benefit of a personalised, enhanced tenancy management service.

This information leaflet sets out what our new service covers, how many staff are responsible for the service, where they are based and what their role is. We also

detail the role of your Area Services Officer who is part of the Area Management team within the Community Housing Services Department of the Association.

Where is our retirement housing?

Our retirement housing is located in two of our communities - we have 61 flats in Bridgeton and 69 in Calton. They are located on the ground or first floor and most of them are 2apts - kitchen, living room, bedroom and bathroom. Most of our flats in Bridgeton are located within a close while our Calton housing is all main door flats.

What does our Retirement Housing Service cover?

Our service provides an enhanced tenancy management service providing a personalised service, to help older tenants manage better at home.

Managing at home

We:

- offer advice on how tenants can best manage at home
- carry out periodic visits to ensure they are managing at home
- offer advice and assistance about who to contact for care or support needs
- assist in resolving neighbour disputes and, where necessary, arrange for mediation

services

Allocations

We:

- carry out pre inspections (where a tenant gives up their home)
- inspect empty properties to identify all repairs needed
- identify potential new tenants, carry out home visits, assessment of applications and complete all allocations work
- carry out sign ups for new tenants
- undertake settling in visits for new tenants
- regularly review the waiting lists for Retirement Housing and undertake publicity drives where agreed
- provide general information and advice on our Retirement

Housing and Housing
Options to tenants
and members of the
public

Property

We:

- provide advice on repairs reporting and check on the progress of outstanding repairs
- provide advice and assistance on appropriate agencies for furniture, decoration etc

Emergency Assistance & Alarm Equipment

We:

- carry out maintenance and repair of the emergency alarm system
- offer a 24 hour

response service
from Cordia Alarm
Receiving Centre

- make referrals to other agencies for a well being call
- offer advice and assistance on Thenue's Equipment and Adaptations Policy and monitor progress with referrals received

Welfare Benefits & Financial Inclusion

We:

- offer advice and support on rent and benefit issues
- assist with accessing support for completing forms and dealing with correspondence

Tenant Participation

We:

- encourage tenants to arrange and participate in social activities
- assist tenants to set up local groups and assist tenants to apply for funding for social and well being activities
- working alongside colleagues, develop volunteering initiatives to help support local tenants
- provide advice to tenants on managing the use of the community hall in Bridgeton & Calton.

Staff Team

We have three Retirement Housing Assistants, based in our office at 423 London Road.

They are part of the Housing Support Team and are line managed by our Housing Support Manager.

Also based at our London Road office is our Area Services team where your Area Services Officer deals with serious anti social incidents, the allocation of general needs housing and other tenancy matters.

How do I apply for Retirement Housing?

Retirement Housing is generally for people 60 years and over but younger applicants can be considered if our Retirement Housing assessment demonstrates a need for the property and/or our Retirement Housing Service. Application forms are available from our office or can be completed on line on our website at www.thenuehousing.co.uk under the 'Homeseekers' section.

How much does it cost?

The charge to live in our Retirement Housing varies but there is a monthly rent charge and a monthly service charge which includes the cost of the service. The average monthly charge for both the rent and the service charge is £370.

Depending on your income, you may be entitled to help with your rent and service charge and staff will be happy to assist with that.

The Council also make a charge for the emergency alarm response service. This charge is payable directly to the Council and the charge is currently approximately £12 a month. Again, depending on your income, you may be eligible for help with this charge.

Where can I get more information on this?

If you would like further details, please contact our staff as noted below:

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

thenue housing
423 London Road, Glasgow, G40 1AG
Tel: 0141 550 3581
admin@thenuehousing.co.uk
www.thenuehousing.co.uk

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information for everyone.
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