

Sheltered Housing

in the Royal Borough of Kingston upon Thames

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If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call our helpline on 020 8547 5757 or ask someone to call on your behalf.

Farsi

چنانچه قادر نیستید این نامه را به دلیل ناتوانی یا مشکل زبان بخوانید ما میتوانیم به شما کمک کنیم. لطفاً خود یا شخص دیگری با شماره کمک شهرداری کینگستون تماس بگیرید.
تلفن 020 8547 5757 ۰۲۰۸۵۴۷۵۷۵۷

French

Si vous êtes dans l'incapacité de lire ce document à cause des barrières linguistique ou autre, nous pouvons vous aider. Appelez ou faites appeler le numéro d'assistance du Kingston Council au 020 8547 5757.

Kurdish Sorani

ئەگەر توانای خویندەوێ ئەم نوسراوەت نیە لەبەر پەككهوتە/بى توانای یاخود لەبەر زمان تێنە گەشتن ، ئەوا ئێمە ئەتوانین یارمەتیت بدەین . تەكایە پەيوەندی بکە بە هێلى یارمەتى شارەوانى كینگستونەوه (Kingston Council) بەژمارە تەلەفونى 020 8547 5757 یان بەكەسى بلى كەبەناوى تۆوه پەيوەندی بكات .

Arabic

إن لم تكن قادراً على قراءة هذا النص بسبب اللغة أو أي عائق آخر، اتصل بنا فنحن نستطيع مساعدتك. الرجاء الاتصال بخط مجلس كنجستون للمساعدة (Kingston Council Helpline) على الرقم 020 8547 5757 أو اطلب من أي شخص آخر الاتصال بنا نيابة عنك.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਅਪਾਹਜ਼ਤਾ ਜਾਂ ਭਾਸ਼ਾ ਦੇ ਕਾਰਣ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹਨ ਵਿੱਚ ਅਸਮਰਥ ਹੋ, ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ 020 8547 5757 'ਤੇ ਕਿੰਗਸਟਨ ਕੌਂਸਲ ਦੀ ਹੈਲਪਲਾਇਨ 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਆਪਣੇ ਵੱਲੋਂ ਕਿਸੇ ਨੂੰ ਕਾਲ ਕਰਨ ਲਈ ਕਹੋ।

Portuguese

Caso você não consiga ler este documento devido a deficiência ou idioma, nós podemos ajudar. Por favor, ligue para o canal de atendimento Kingston Council no telefone 020 8547 5757, ou solicite a alguém para ligar por você.

Tamil

உங்களால் இந்த கடிதத்தை படிக்க இயலவில்லை என்றால் தயவு கூர்ந்து கிங்ஸ்டன் உதவி மையத்தை நீங்களோ அல்லது உங்களை சார்ந்த எவராவது தொடர்பு கொள்ளவும்.
தொடர்பு கொள்ள வேண்டிய எண் 020 8547 5757

Introduction

Eligibility

Sheltered housing is aimed at people of 55 years and over, who are able to live independently, with priority given to people over 60 years. Its special features offer the potential for frail and disabled older people to maximise their independence, gain security and support, while they remain empowered to control their own homes through tenancy rights.

Sheltered housing comprises of a number of unfurnished dwellings (schemes) specially designed with the needs of older people in mind. They are unfurnished and so provide residents with an element of choice over how they live, by enabling them to select their own furniture and design their living space to suit their own needs.

The schemes aim to provide convenient and comfortable accommodation in a setting which allows residents to come and go as they please, thus maintaining their independence. They provide a degree of underlying security with the knowledge that the Scheme Manager can be called upon if needed. Residents are encouraged to make friends and share a wider social life through the use of communal lounges (where provided) and other facilities provided for the benefit of all.

Some of the schemes have communal facilities, which allow greater flexibility and choice within the service. Some schemes have guest rooms, and residents can hire these for a small fee.

Activities at the schemes vary, but include coffee mornings, bingo, "seasonal" and/or monthly lunches and games.



Introduction

Making an application

If you would like to be considered for housing at one of our sheltered schemes, you will need to complete a housing application form (see section 8F on the form). This can be obtained from the Housing Allocations Team, (telephone 020 8547 5470), Guildhall One reception, or from local area housing offices during opening hours Monday to Friday 8.45am to 4.45pm. You can also download the application form from:

www.kingston.gov.uk/housing/older_peoples_housing and follow the links.

Your details will then be passed on to our Sheltered Housing Team for them to contact you and to arrange to carry out an assessment. This will enable us to explain more about the services available from the Council, and to determine which, if any, of the accommodation we manage meets your needs and preferences.

After your assessment and when you are registered, you will be given your personal number and priority band details. You can then select your area of choice and view available properties on Kingston Council's website, in the free property paper "Property Weekly" and in Guildhall One reception. This information is updated weekly.

If you are interested in any of the properties you can make an expression of interest (known as a "bid") and this procedure will be explained to you.

The most suitable "bidder" in the highest band, who has been waiting the longest, will be offered the property of their choice.

Housing Allocations Team
Guildhall One
Kingston upon Thames
Surrey KT1 1EU

Royal Kingston

Application for Housing

Registration No:

If you need advice about this form, please contact Housing Allocations on 020 8547 5470.

Housing officers and members of the Kingston Housing Partnership will have access to the information you provide on this form. If you are a housing association tenant, any enquiries should be directed to your landlord. The Council can help with enquiries about your application once it has been registered.

Data Protection: The information you provide on this form may be shared with other departments within the Council.

PLEASE WRITE CLEARLY IN BLOCK CAPITALS USING BLACK INK

SECTION 1: PERSONAL DETAILS

TA. Your details. Joint applicants need to decide who to name as the lead applicant and complete their details below.

Title (Mr, Mrs, Ms, Miss, other)

Surname

First Names

Date of Birth Day Month Year National Insurance Number

Present address

Telephone: Home
Work
Mobile
Email

Date moved in Day Month Year

If you do not have a permanent address, or you want us to phone or send letters to a friend's or relative's house, please give a contact address and phone number.

Contact address

Contact telephone

Royal Borough of Kingston upon Thames

1

Introduction

Scheme Manager

One of the most important factors in sheltered housing is the availability of the Scheme Manager who lives on the scheme or nearby. Homes in each scheme are linked to the Scheme Manager's office and to a Central Control Unit providing 24 hour cover. Residents can request pendant alarms for added security and peace of mind.

The Scheme Manager acts without favour as a good neighbour to each of the residents and looks after the building. He/she will contact each resident daily either by personal visit, the alarm system or by telephone. The Scheme Manager will only enter a resident's home with permission unless there is an emergency. He/she however, will call upon relatives, doctors, ambulances, or other professional services when necessary. Residents can choose how much contact they would like to receive, but this must be at least once a week.

The Scheme Manager will encourage residents to be independent, particularly on matters such as preparing and cooking meals, shopping, cleaning, arranging their finances and collecting prescriptions, but at the same time will maintain a careful watch to identify any signs of physical or mental deterioration. If residents are observed to be experiencing difficulties coping with daily life, the Scheme Manager will ensure that appropriate support

services are obtained as soon as possible. Support services can be provided by Kingston Council's Social Services (Services for Older People, Community Mental Health Team for Older People, Occupational Therapy), and Kingston NHS Primary Care Trust/Age Concern or other voluntary organisations.

As part of the Scheme Manager's role it may be necessary for him/her to leave the scheme for short periods, for example to attend training courses, or to be off duty or absent through sickness or annual leave, so another Scheme Manager will cover these periods of absence. At all times the scheme is linked to the Central Control Unit. The controllers monitor all calls made from schemes and will summon help as soon as possible.

The Scheme Manager is not a carer or social worker. He/she is not expected to take the place of relatives or of Kingston Council's Social Services. He/she may, however, in the case of an emergency, assist in providing personal help when needed, until such time as professional assistance can be obtained. The Scheme Manager is able to effect basic First Aid but is not permitted to administer medication.

Residents are encouraged to join a recognised tenants' and residents' association and will be involved in local housing plans that will affect them.

Supporting People Team

If there is a point or issue you want to raise and don't feel comfortable in doing so with the Sheltered Housing Team, you can write to the Supporting People Team who fund and regulate our service, as follows:

The Supporting People (SP) Team
The Royal Borough of Kingston upon Thames
Guildhall One
Kingston
Surrey KT1 1EU
Tel: 020 8547 4760/6009

Also if you have any comments about any other aspects of Housing Services, please phone 020 8547 4655, or go via the Council's website www.kingston.gov.uk and follow the links.



Introduction

Some of your questions answered

What does my rent pay for?

It pays for your accommodation, use of all communal facilities and support services provided by the Scheme Manager. This will include a daily visit from the Scheme Manager, 24 hour emergency service, and encouragement and support given through various agencies to help you live independently in your home. The level of additional support and activities varies with each scheme. Please look at the details of the individual schemes on the following pages.

How much rent will I pay?

This varies depending on the scheme. You will pay a basic rent for your accommodation plus various charges for services and utilities which will be itemised for you. Council Tax may be payable in addition to this.

What if I cannot afford to pay my rent?

If you are receiving Income Support you may qualify for help with your rent (Housing Benefit) and may receive help with your Council Tax. You will not receive help with charges for water rates, central heating, hot water, gas, electricity, or other service charges. If you are not on Income Support you may still be entitled to Housing Benefit and/or Council Tax Benefit if you are on a low income. If you experience any difficulties in paying your rent, you should contact your Income Recovery Manager or Scheme Manager immediately for advice and assistance.

What type of tenancy will I have?

If you are already a secure tenant your tenancy will simply transfer to the new accommodation. You will remain a secure tenant with the same rights, securities and obligations as before. If you are a new tenant you will be given an introductory tenancy. This will last for 12 months, after which time it becomes a secure tenancy as long as you fulfil the tenancy conditions. This form of tenancy is designed to give the Council greater powers to take action if new tenants (residents) cause nuisance, or fail to pay their rent.



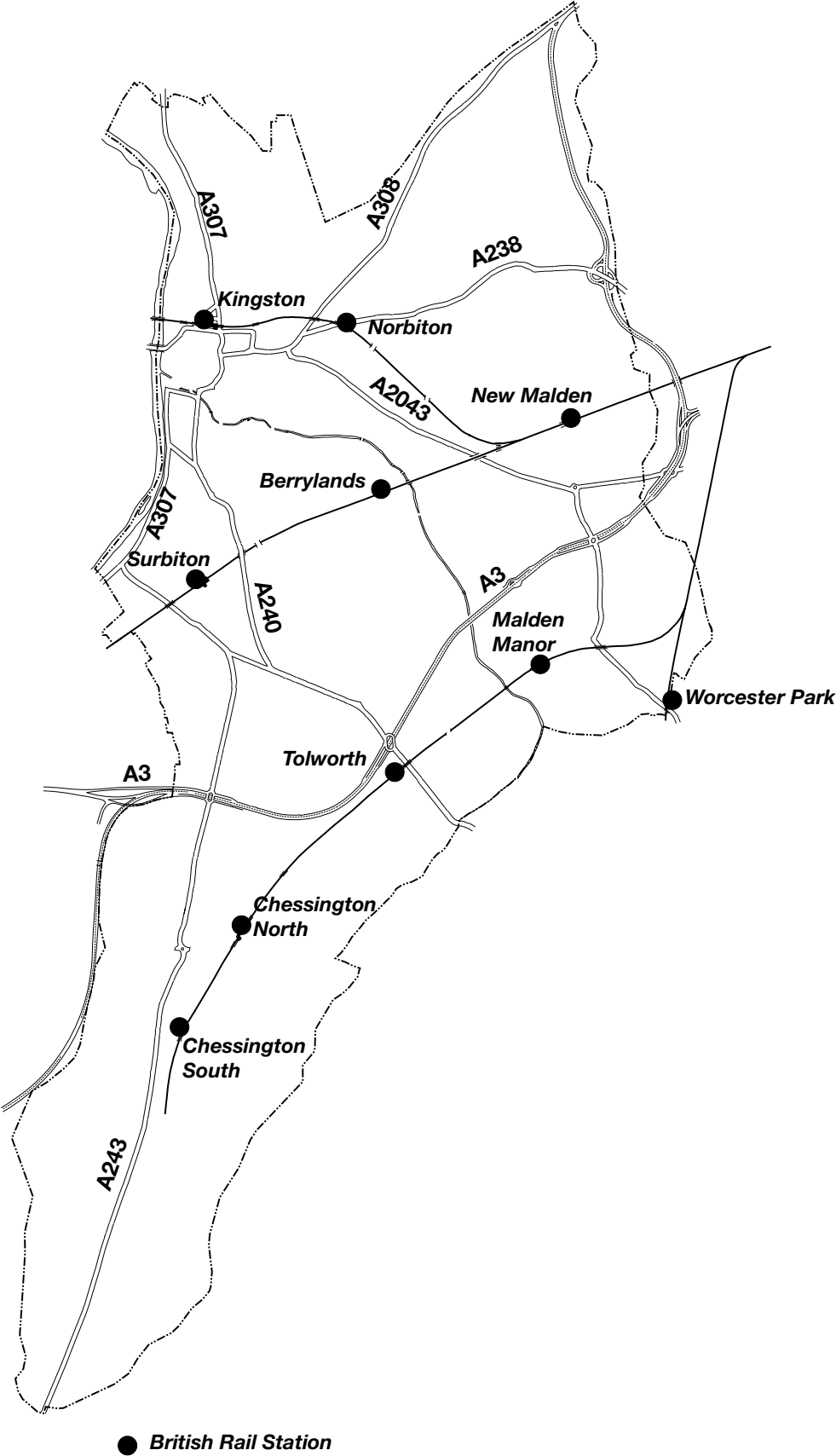
Introduction



Some of your questions answered

- Can I have visitors?** Yes, you are allowed visitors whilst you are on the scheme. Some schemes have guest rooms where a friend or relative can stay for a small fee. Please contact the Scheme Manager for information.
- Can I keep pets?** With prior written permission from the Council, you may keep fish, small caged birds and small animals at the premises. Cats, dogs and other large animals cannot be kept at the premises (except in special cases eg Assistance Dogs), or in exceptional circumstances at the discretion of the Council.
- If any permitted animal causes any damage to premises or causes a nuisance, annoys or frightens anyone, the Council will withdraw permission for you to keep the animal, and the animal will have to be removed from the premises.
- You must ensure that no animal brought to the premises causes a nuisance, annoys or frightens anyone.
- Is it like an old people's home?** Not at all. Each resident has his/her own private dwelling and is able to come and go as they please. You are encouraged to maintain your independence. Privacy will be respected at all times.
- Are there lots of rules?** The Council wants you all to enjoy your homes in peace and comfort and free from nuisance. You must abide by the terms of your tenancy agreement and any rules on the individual schemes. Communal areas are managed by the Scheme Manager and are subject to the Council's health and safety legislation. You are all encouraged to have a say in how the schemes are run. All suggestions are welcome and meetings are held for you to join in and take part in discussions. You also have the right to be consulted on a number of matters including managing, maintaining and improving your home.

Borough map



Schemes index

Areas

Kingston

Alderton/Deerhurst
Ayliffe Court
Delft House
Dowler Court
Edinburgh Court
Greenleas
Hugh Herland
Lovekyn Close
Millfields
Park Road
Roupell House
Sobraon House
Waters Square

Chessington

Charles Lesser House
Reynolds Avenue/
Coxwold Path

New Malden

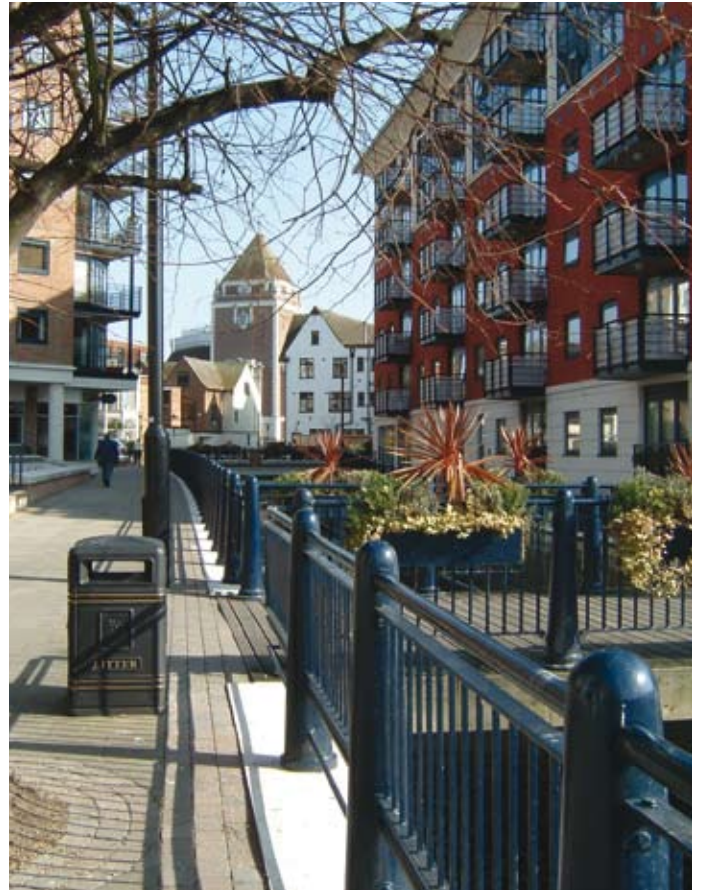
Fountain Court
Gilpin House
Gooding Close
Merryweather Court
Rowan Close

Surbiton

Alfriston
Alpha Road Estate
Bidmead Court
Charles Sumner House
School Lane
Vine Close

Tolworth

Edith Gardens
Ewell Road



Information

The schemes are listed on the following pages according to the area in which they are located. Please refer to the map for the locations.

Self-contained bedsits

These have their own kitchen with an electric cooker and fridge. They also have a built-in wardrobe, a toilet and wash hand basin.

Self-contained flats/studios

These have their own kitchen with an electric cooker and fridge, and some have a washing machine/dryer. All have a bathroom with a toilet and wash hand basin.

“Seasonal”

The term “seasonal”, found in some scheme descriptions, refers to Christmas, New Year and Easter functions, etc.