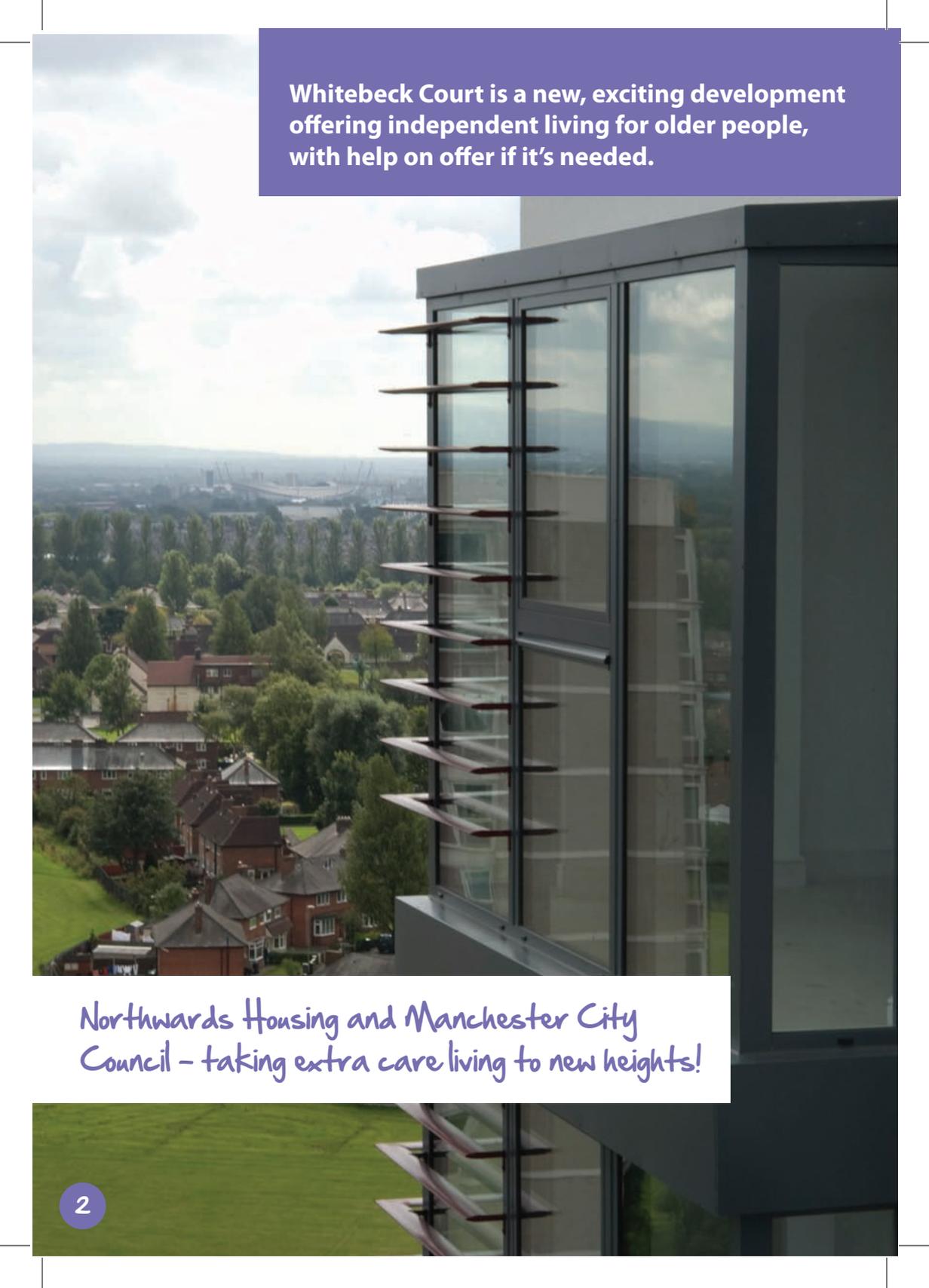




Whitebeck Court

taking extra care living to new heights

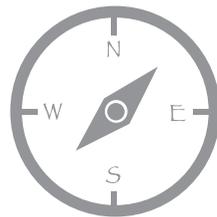




Whitebeck Court is a new, exciting development offering independent living for older people, with help on offer if it's needed.

Northwards Housing and Manchester City Council - taking extra care living to new heights!

Where is it?



Whitebeck Court is in Charlestown, north Manchester, five miles north of the city centre. It is at the heart of a residential area which has good local amenities. There are shops nearby, a post office, gym and a health centre. A new superstore and library will be completed on the nearby junction of Victoria Avenue East and Rochdale Road in 2011.

The area is well served by public transport and there is easy motorway and city centre access. The North City District Centre is about a mile away and provides more shops and leisure facilities – including a swimming pool and gym. There are fantastic parks nearby with the “Green Flag” rated Heaton Park and Boggart Hole Clough within easy reach.

Whitebeck Court has 91 one and two bedroom apartments that have all been fully refurbished to a very high standard.

Each Apartment has:

- A modern kitchen with electric cooker and extractor hood
- Space for washing machine or dishwasher and fridge/freezer
- Floor to ceiling living room windows
- Level access bathrooms with walk in shower
- Two TV aerial points
- Two telephone points
- Raised height electrical sockets
- Underfloor heating
- Energy efficient double glazing

All at an affordable rent, with a full repairs and maintenance service included.



What is it?



Extra Care Housing is for older people who want to enjoy living life independently, with access to care and support if they need it.

Extra Care Housing schemes have a dedicated care support team based on-site 24 hours a day. They offer flexible services to people with care needs. They can also provide emergency care such as if someone is taken ill or needs a bit of extra support following a hospital stay or a fall. This flexible and responsive care service offers peace of mind for tenants and their family. Some residents may move into Whitebeck Court needing very little care or no care at all, but everyone can be confident that even if their circumstances change their home doesn't have to!

There are 91 modern, spacious one and two bedroom apartments available over 16 floors.



Tell me more...



Whitebeck Court has been designed for older people giving you the chance to live life to the full.

Safety and Security

This is often the most important aspect of any home and Whitebeck Court boasts a whole range of features to enable you to live and enjoy life.

Community Alarm Service

An emergency call service is available 24 hours a day. It's comforting to know that your call will be answered quickly – by the Scheme Manager or Community Alarm Service.

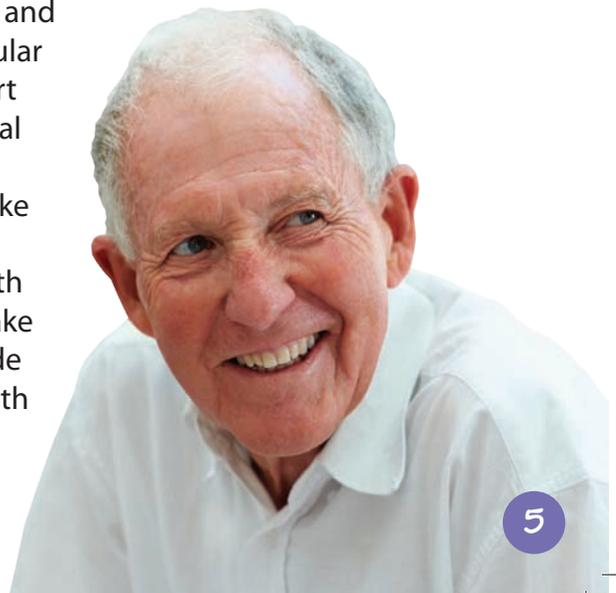
CCTV and Secure Door Entry

This gives you the opportunity to talk to security before visitors are given access to the scheme. The CCTV system in and around the scheme is monitored 24 hours a day.

Extra Care Scheme Managers

Whitebeck Court has two full time scheme managers working during the day. We understand how important your independence is, but it's nice to know the Scheme Managers are there, if you need support or advice. They can help you live a full and independent life. You can have regular visits or calls, a personalised support plan, you can even take part in social activities with other residents.

You decide how much you would like to get involved. Your welfare is our concern – anything we can help with let us know. We'll do our best to make it happen for you. This could include theatre trips, social events and health and wellbeing sessions.



Care

You will not necessarily have care needs when moving into Whitebeck Court. If you do need extra help with personal care the onsite care team will provide this service between 6pm and 10am.

Outside these hours you will have the choice of continuing to use the onsite team or if you prefer you can bring in your own carers or support agencies.

If you go from having no care requirements to needing a little help or if your care needs increase then don't worry, extra care housing is designed to cater for a range of care needs without people having to move home.

Sky Lounge

Whitebeck Court has the most unique feature in north Manchester – a residents lounge on the roof! With floor to ceiling windows this light and air conditioned lounge boasts breathtaking views over the City and beyond. With modern and comfortable furnishings and a kitchen for tea and coffee making, you can relax in the most exclusive venue in the city!

Laundry Room

This ground floor facility incorporates washing machines and dryers for your use and the cost is included within your service charge. If you prefer to do your washing in your own apartment then all kitchens have a space for you to fit your own washer.





Communal gardens

Being part of a community is central to the Whitebeck Court vision. As well as the sky lounge there are also excellent communal gardens surrounding the Court. So enjoy an afternoon cuppa in the fresh air while you catch up with friends.

Guest Facilities

This is a handy en suite facility should you have friends or family to stay overnight. Of course they can stay with you if you would like – or use this extra service for only a small cost.

Lift

Don't let 16 floors put you off! Two lifts service all the floors so all apartments are completely accessible for any residents and their guests.

Scooter store

If you have a mobile scooter, or may need one in the future, there is a handy store on the ground floor where it can be stored and charged, for a small annual charge.

Car Parking

Whitebeck Court has its own car park. If you own a car then a small annual charge will reserve you a space.

Green things

Whitebeck Court has been designed to meet high environmental standards. For you this means a well insulated apartment, low energy lighting in the communal areas, renewable energy technology and an efficient heating system. This means lower bills with all the modern features you would expect to find in a new home.

The Eric Hobin Day Centre

As well as the apartments at Whitebeck Court – the new extension to the ground floor incorporates the Eric Hobin Day Centre – a great new centre which will be available to both residents and the local community.

The centre will offer services to around 50 older people who need personal support and will be staffed by a dedicated and experienced team. These services will include daily meals and activities that could range from arts and crafts to pamper and exercise sessions.

The main day centre will incorporate a community cafe and a large multi-purpose activity venue that will provide a range of therapeutic and social activities for local older people.

Along with the other facilities on the ground floor the Eric Hobin Day Centre will encourage a vibrant and friendly environment for you and your friends to enjoy. The centre will also include a hairdresser, small shop and computer suite.



Frequently asked Questions



Q. Who can live in Whitebeck Court?

A. Tenants must be aged 60 and over to live in Whitebeck Court. All prospective tenants will be assessed to look at their care and support needs to ensure that there is a balanced community and that available care is maximised.

Q. What sort of tenancy will I have?

A. If you are a new tenant then you will be given an Introductory Tenancy. This automatically becomes a secure tenancy after 12 months as long as there have been no tenancy problems within this period.

Tenants moving into Whitebeck from their current council home will be secure tenants already (as long as they have held a tenancy for at least 12 months).

Q. Will I have a Right To Buy?

A. Whitebeck Court apartments are not available under the Right to Buy Scheme. This is because they are within a restricted group of specialist accommodation. There may be opportunities in the future to buy your apartment through a different scheme. Please let us know if this is something you would be interested in doing.





Q. Can I have visitors?

A. Remember it's your home and you can have visitors to the scheme whenever you like. Tenants are responsible for their visitors while they are within the schemes at all times and we ask that you are considerate towards your neighbours.

Q. Can I have friends and family to stay?

A. Your tenancy agreement allows you to have people to stay in your apartment as long as you don't become over-crowded.

If this is a permanent arrangement and you are in receipt of Housing Benefit there may be a charge for you to pay. The same rules apply if you are having someone to visit - you have full responsibility for guests while they are at the scheme.

Q. Can I keep a pet?

A. No dogs are allowed in Whitebeck Court unless they are hearing or guide dogs. However if you have a trained house cat then you can bring that with you. The pet should not cause any problems for neighbours.

Q. If I need care, must I have the care provided on site?

A. The 24 hour on-site care team will provide all care support services between the hours of 6pm and 10am as part of the core service in the scheme. However outside of these hours you are welcome to use your own arrangements for care, whether this is delivered by friends or family or another care agency. If you prefer to have all your care services delivered by the onsite team that's also fine. The choice is yours.

Q. What does the Service Charge include?

A. The service charge is a weekly payment on top of the rent. This covers all the services that are available within the scheme including the communal areas, gardening, CCTV and concierge system, facilities manager, domestic staff and the on site laundry.

There is also a charge for the Extra Care Scheme Manager and Community Alarm Service. This charge may be covered by "Supporting People" depending on your financial circumstances. This is separate and is not covered in the Service Charge outlined below.

Q. Where can I find out more?

A. To find out more about living at Whitebeck Court contact Northwards Housing on 0161 720 5863.



Rent and service charges



Living at Whitebeck Court is great value for money. Weekly rent is £67.53 for a one bedroomed apartment plus a service charge of £18.04. A two bedroomed apartment is £78.47 per week plus a service charge of £18.04.

All the charges are eligible for housing benefit should your income and savings allow this. Rent and service charges are set annually and you will be given one months notice every March of any changes.

To get this brochure in Braille, on CD or to request a magnifier:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Ky është buletini i lajmeve për qiramarrësit e Northwards Housing. Për të marrë një kopje në gjuhën tuaj ju lutemi telefononi 03000 123 123.

Albanian

هذه هي النشرة الإخبارية الخاصة بملك نورثواردز هاوسينج (Northwards Housing) للحصول على نسخة من هذه النشرة بلغتك، رجاء الاتصال على الرقم 03000 123 123

Arabic

这是 Northwards Housing 承租人新闻简报。如要获取您所用语言的版本，请致电 03000 123 123

Chinese

Toto je bulletin pro domovní nájemníky v Northwards. Pokud máte zájem o kopii ve vašem jazyce, zavolejte prosím na 03000 123 123

Czech

Voici la lettre d'informations destinée aux locataires de Northwards Housing. Pour obtenir un exemplaire dans votre langue, veuillez appeler le 03000 123 123.

French

ئەمە بڵاوکراوەی کرێچییانی خانووبەرەى نۆرتۆردسە (Northwards Housing). بۆ ئەوەى که کوپیهک بە زمانى خۆت دەستبەگەمۆنت تکایە تەلەفون بەکە بۆ 03000 123 123

Kurdish

Este é o boletim informativo do inquilino da *Northwards Housing* (Habitação Northwards). Para obter uma cópia na sua língua por favor telefone para 03000 123 123.

Portuguese

Kani waa warad-wareedkii kirayste ee Northwards Housing. Si aad u hesho koobi ku qoran luuqaddaada, fadlan wac 03000 123 123

Somali

یہ نارتہ وارڈز ہاؤسنگ کا کرایہ دار کے لئے خبر نامہ ہے۔ اپنی زبان میں اس کی نقل حاصل کرنے کے لئے برائے کرم 03000 123 123 پر فون کریں

Urdu

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Registered in England
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