

west end
village
Feeling Good Inside



A housing village
with communal
facilities for people
aged 55 and over.

West End Village is an 'extra care' housing village with 100 apartments and a variety of communal facilities situated in Stoke-on-Trent. Apartments are for rent, shared ownership and outright sale.

Residents have the privacy and independence of their own apartment with its own front door, with a range of social opportunities and communal facilities on the doorstep.

The village is designed to provide independent living, with support on hand from on-site staff, and care services available if and when residents need them.

West End Village is owned and managed by Staffordshire Housing Association, a leading provider of older people's housing and services.

The apartments

All apartments at West End Village have two bedrooms. Shower rooms are en-suite to the master bedroom, and can also be accessed from the hallway.

Each apartment has:

- Door entry system, so you know who your guests are before you let them into the private residential part of the building.
- Double glazing.
- Gas central heating.
- A smoke alarm, fitted and maintained by Staffordshire Housing Association (SHA).
- An emergency call system, so that help is only a call away at any time, day or night.
- Shower-room with non-slip floor.
- Kitchen with non-slip floor.
- Fitted kitchen with space for electric cooker, fridge/freezer and plumbing for washing machine or dryer.
- Telephone points and TV aerial sockets (able to receive Sky Plus).

Typical dimensions of an 'Adelphi' apartment are:

Lounge/kitchen diner	22' x 11' 4"
Bedroom 1	14' 3" x 9' 6"
Bedroom 2	10' 4" x 8' 10"
Shower room	8' x 8' x 8' 1"
Hall	10' 4" x 8' 10"

Typical dimensions of a 'Barbican' apartment are:

Lounge/kitchen diner	25' 4" x 11' 4"
Bedroom 1	14' 3" x 9' 6"
Bedroom 2	10' 4" x 11'
Shower room	8' x 8' x 8' 7"
Hall	10' 4" x 11'



Communal facilities

West End Village has a range of communal facilities, including:

- General store
- Restaurant
- Lounge
- Conservatory
- Greenhouse
- Meeting rooms
- Gym
- Spa suite
- Hairdressing salon
- Licensed bar
- Coffee bar
- Community room
- Guest overnight room
- Assisted bathroom

Outside, there are landscaped gardens which are maintained by SHA's gardening team.

Many of the facilities are open to the local community. Because of this, the apartments have their own door entry system to keep them secure.

Social opportunities

There are lots of social events at the village, as well as educational opportunities and the chance to volunteer to help run the village facilities.

As a Staffordshire Housing Association resident, you will also have the opportunity to take part in a variety of free skills, hobbies and education courses, and to have your say on improving the services you receive.

The support you can get

There are staff on-site 24 hours a day

providing housing support and care services.

The support and care that staff provide is tailored to how much or how little you require. Many residents are fit and active and choose West End Village for the extra security and peace of mind that a retirement village offers. Others need more help.

Support we offer includes help making friends if you don't know anyone locally, help with correspondence, or support to regain your independence following illness.

The care you can get depends on your circumstances and ranges from occasional help to 24 hour assistance. Care needs are assessed by Stoke-on-Trent City Council's Adult Social Care Department. Charges vary according to the amount of care you receive and your own financial situation.

We will always assess what support you need before we offer you accommodation. We will visit you at least once a year to make sure you are getting the support you need, and you can ask for more or less support at any time.

What you pay for

You pay your rent and a service charge and amenity fee. Your rent and service charge covers some staffing costs, as well as the 24-hour alarm service and the heating, lighting, furniture and equipment in the communal areas.

Your amenity fee, which you pay to Staffordshire Housing Association, covers the gas, central heating and electricity in your own apartment. You pay your own council tax, phone bills and TV licence.

You pay Stoke-on-Trent City Council for any personal care you receive.

Frequently asked questions

I am working full time. Can I still live at West End Village?

Yes, you are welcome to live at West End Village if you are working.

Is there parking at the village?

Car parking is limited. When we offer you an apartment we will tell you if we can offer you a reserved parking space. There will be a small charge for this space which we will tell you about at the time.

How much is the rent?

Please ask for a separate sheet on this. We don't include rents and associated charges in this brochure because they change each year, and they may be different for different apartments.

How do I pay my rent?

If you receive housing benefit, you can have that sent directly to us. Or you can pay by direct debit, cheque, at the Post Office, by using Paypoint (PP), by telephone or online.

Will I get housing benefit?

If you receive income support, pension credit (guaranteed), or you already claim housing benefit at your current home, you should

still be entitled to housing benefit if you move to West End Village. You may also be able to claim a Supporting People grant to cover your support charge.

We can help make sure you get all the benefits you are entitled to.

Can I bring my pet with me?

Yes, but please make sure your pet(s) do not disturb other residents. We would prefer you not to replace your pet when it dies. If you wish to do this, please discuss it with the scheme manager

Can I bring my gas cooker with me?

There is no gas supply to individual flats, so you will have to bring an electric cooker.

Is the village on a bus route?

Yes, there is a bus stop outside the main gate and buses run to and from Longton.

What activities are on offer at the village?

Lots of entertainment and social events take place in the village centre, including bingo, quizzes, concerts, exercise classes, hobbies and other activities.

Do residents have to pay for activities?

Many activities are free, but others charge a small fee to cover the costs of arranging them and paying for any entertainment or special equipment.

What if I don't want to take part in activities?

How much or how little you take part in communal life is entirely up to you.

Your own apartment is completely private, and the communal facilities and activities are there if you want them.

Can I help to run the activities and events?

There are lots of opportunities to get involved and help run activities and events. We are always keen to hear residents' ideas and suggestions too. Speak to the scheme manager if you have any suggestions or you would like to volunteer to help.







How to apply to live at West End Village

Homes at West End Village are let to people on Staffordshire Housing Association's housing register and Stoke-on-Trent City Council's housing register. To increase your chances of getting a home at West End Village, we recommend you register with both Staffordshire Housing Association and Stoke-on-Trent City Council.

To register with Staffordshire Housing Association

Call us on 01782 744533 and ask for a housing registration pack. This pack contains a form for you to fill in, plus everything you need to know about getting a home with Staffordshire Housing Association.

To register with Stoke-on-Trent City Council

Call Stoke-on-Trent City Council on 01782 233696. They will take your details over the telephone and explain the process to you.

If you have a care package, let your social worker know you are interested in moving to West End Village. They will then complete an assessment and send it to the care brokerage team.

If you do not want to rent but you are interested in becoming a shared owner at West End Village, please call Staffordshire Housing Association's shared ownership department on 01782 744533.

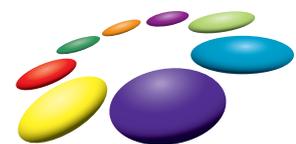
Contact Staffordshire Housing Association

Address: 308 London Road
Stoke-on-Trent
ST4 5AB

Telephone: 01782 744533

Email: mailbox@staffshousing.org.uk

Website: www.staffshousing.org.uk



Staffordshire Housing Association is a Charitable
Industrial & Provident Society

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HOUSING ASSOCIATION