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Name: .....
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Return this section to:
Specialist Rehousing Service
164 King Street
Hammersmith
London W6 0QU

We will

- Take your details as soon as you arrive in the office
- Interview you as soon after that as possible
- Listen to what you tell us
- Respect your confidentiality
- Respond fairly and efficiently to your enquiries
- Make an appointment for you
- Indicate when your case will be resolved.
- Answer the phone within five rings
- Reply to letters within ten working days
- Advise you about other services and agencies which may be able to assist, if we cannot help you

How to apply

For more information and an application form, please contact us at

The Specialist Rehousing Service
164 King Street
Hammersmith
London W6 0QU
☎ 020 8753 4014
(for people living in West Kensington and Fulham).
☎ 020 8753 4156
(for people living in Shepherds Bush and Hammersmith)

Fax 020 8753 1230

Email specialist.rehousing@lbhf.gov.uk

www.lbhf.gov.uk

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If you would like any part of this document interpreted into your own language, please phone 020 8753 4040.

Albanian
Nëse e dëshironi cilëndo pjesë të këtij dokumenti të përkthyer në gjuhën tuaj, ju lutemi telefononi në numrin 020 8753 4040.

Amharic
ማንኛውም ክፍል የዚህ ሰነድ ወደ ምታውቀው ቋንቋ እንዲተረንምልህ ከፈልግህ፣ እባክህ በቴሌፎን ቁጥር 020 8753 4040 ደውል።

Arabic
إذا كنت ترغب بالحصول على أي جزء من محتويات هذه الوثيقة بلغتك الأم، يرجى الاتصال برقم الهاتف 020 8753 4040.

Bengali
আপনি যদি আপনার নিজের ভাষাতে এই ডকুমেন্টের কোন অংশের অনুবাদ চান তাহলে দয়া করে 020 8753 4040 নম্বরে ফোন করুন।

Croatian
Ukoliko želite prijevod bilo kojeg dijela ovog dokumenta na jezik kojim Vi govorite, molimo nazovite telefonski broj 020 8753 4040.

Farsi
لطفاً اگر مایل هستید هر بخشی از این نوشتار به زبان شما ترجمه گردد، با شماره تلفن 020 8753 4040 تماس حاصل فرمایید.

French
Si vous souhaitez quelconque partie de ce document dans votre propre langue, appelez le 020 8753 4040.

Polish
Jeśli życzą sobie Państwo, aby dowolna część tego dokumentu została przetłumaczona na Państwa język ojczysty, proszę zadzwonić pod numer 020 8753 4040.

Portuguese
Se gostaria de ter qualquer parte deste documento traduzida no seu idioma, por favor telefone para 020 8753 4040.

Serbian
Ако желите да било који део овог документа буде преведен на ваш материњи језик, молимо вас да назовете овај број телефона 020 8753 4040.

Somali
Haddii aad jeclaan lahayd in qayb walba oo kamid ah dukumintigan lagu turjumay luqaddaada, fadlan soo wac telefoonka 020 8753 4040.

Spanish
Si desea que le interpreten alguna parte de este documento en su idioma, por favor llame al 020 8753 4040.

Urdu
اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ اپنی زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی 020 8753 4040 پر فون کریں۔

h&f
putting residents first

Sheltered housing

Hammersmith & Fulham Council

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What is sheltered housing?

It is housing designed for older people where flats are all self-contained with most having one bedroom. There are also a few studio flats. They are generally grouped in small low-rise blocks.

A number of flats at most schemes are suitable for people who use a wheelchair.

What are the benefits of sheltered housing?

- Living in a community with other older people
- Keeping your privacy
- Maintaining your independence
- Having someone to call in an emergency

Sheltered housing offers:

Sheltered scheme managers

Most schemes have a sheltered scheme manager to provide residents with advice and information, monitor wellbeing and to deal with emergencies.

Community alarm service

All sheltered flats and communal areas are fitted with emergency pull cords linked to the Hammersmith & Fulham careline service so that residents can get emergency help at any time of the night or day. Careline staff are on duty 24 hours a day, 365 days a year.

Living as a community

Most sheltered housing schemes have:

- A communal lounge which is available to residents for social activities
- A free laundry or launderette
- Gardens
- Some schemes have a guest room where friends and relatives can stay for short periods overnight.

Who manages sheltered housing?

Many sheltered housing schemes are managed by the council through Hammersmith & Fulham Housing Management Services (HFHMS).

Some are owned and managed by housing associations, also known as Registered Social Landlords (RSLs). Housing association schemes differ from council sheltered housing. Some are for particular groups, for example, women or ex-service men and women.

Most housing associations request nominations from the council for some of their vacant flats.

Who can apply?

You can apply if you are aged 60 or over. If you are a couple, then one of you should be aged 60 or over.

Continued overleaf >>