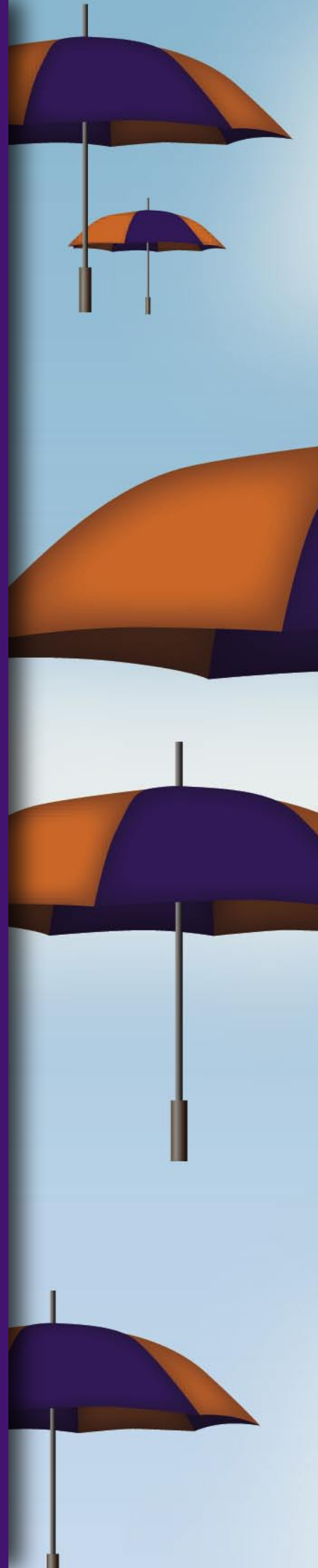


Harrow Sheltered Schemes

For added security and peace
of mind for the over 60s

PLUS
social & community atmosphere
that will improve your lives





Useful addresses and phone numbers

Age Concern, Civic Centre, Station Road	020 8424 9344
BT	Freephone 150
CAB, Station Road, Harrow	020 8427 9433
Dial-a-ride	020 8970 0090
DSS, Kings House, Clarendon Road	020 8426 3000
Harrow Association for Disability	020 8385 7835
Harrow Community Transport	020 8427 6619
Harrow Helpline, 60 Elmgrove Road	020 88613242
Harrow Shopmobility, 37 St. George's Centre	020 8427 1200
Harrow Taxicard	020 8286 0286
Library, Grant Road, Wealdstone	020 8427 8670
Harrow Council, Civic Centre, Station Road	020 8863 5611
Northwick Park Hospital, Watford Road, Harrow	020 8864 3232
Ntl	0870 900 1503
Police Station, Wealdstone	020 8427 1212
Social Services, Talbot House, 204-226 Imperial Drive, Rayners Lane, Harrow HA2 7DW	020 8429 4488

What is sheltered housing?

Sheltered housing is purpose-built, unfurnished accommodation, specially designed for people over 60 years of age.

It provides convenient, self-contained accommodation in a setting that allows tenants to come and go as they please, yet gives them the security of knowing that help is close by if they need it.



Sheltered housing is for independent older people who can manage alone most of the time, but prefer the added security of a Warden and an alarm-cord system in case they need to call for help in an emergency. It may also suit people who can manage alone with various kinds of help arranged by Social Services.

you own
front door

What facilities are available

Sheltered schemes consist of a mixture of one-bed and studio self-contained flats. In most schemes a cooker and refrigerator are provided.

Other facilities available

- Communal lounge, where tenants can meet and socialise with other tenants.
- A laundry room with free use of automatic washing machines and tumble dryer.
- Door-entry system and closed-circuit TV to help tenants stay safe.
- Social activities, for example coffee mornings, bingo, outings, library and a visiting hairdresser.
- A furnished guest room for relatives or friends to use, usually in an emergency.

Anything else

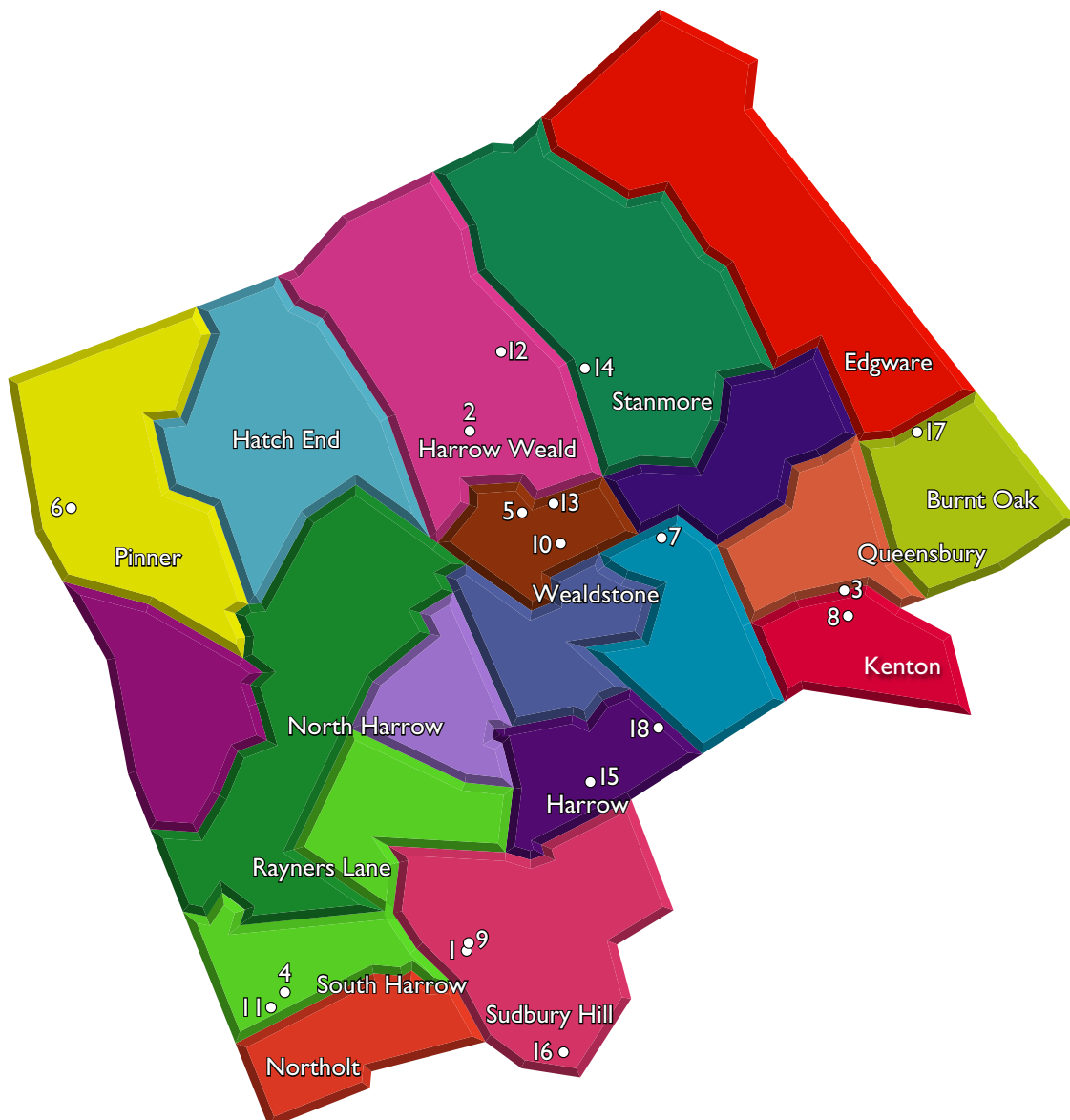
- We regret that cats and dogs are not allowed.
- Sheltered housing tenants have the same conditions of tenancy as other Council tenants except that they do not have the Right to Buy their flat.

remaining part
a community

What you will find at the sheltered schemes

The Council has 18 sheltered schemes. They are:

- | | |
|------------------------|--------------------------|
| 1. Alma Court | 10. Harkett Court |
| 2. Belmont Lodge | 11. Meadfield |
| 3. Boothman House | 12. Harrow Weald Park |
| 4. Cornell House | 13. John Lamb Court |
| 5. Durrant Court | 14. Sinclair House |
| 6. Edwin Ware Court | 15. Tapley Court |
| 7. Goddard Court | 16. Thomas Hewlett House |
| 8. Grahame White House | 17. William Allen House |
| 9. Grange Court | 18. Watkins House |



Housing association sheltered schemes

Abbeyfield

1. 32 West End Avenue, Pinner
2. 11 Elms Road Harrow Weald

Anchor Trust

3. Weall Court, School Lane, Pinner
4. Oakmead Court, Valencia Road, Stanmore

Asra

5. Several schemes in Harrow Weald

Jewish Community

6. Gordon Court, Stonegrove, Edgware

Harrow Churches

7. Gillian House, Elms Road, Harrow Weald
8. Fenn Court, Richards Close, Harrow
9. Challiner Court, Richards Close, Harrow
10. St Barnabas Court, Long Elmes, Harrow Weald
11. Wolstenholme, Rectory Lane, Stanmore

PCHA

12. Cymbeline Court, Gayton Road, Harrow
13. Kemble House, Bridges Road, Stanmore

Sanctuary

14. Duncan House, Northolt Road, South Harrow

Stanmore Christian

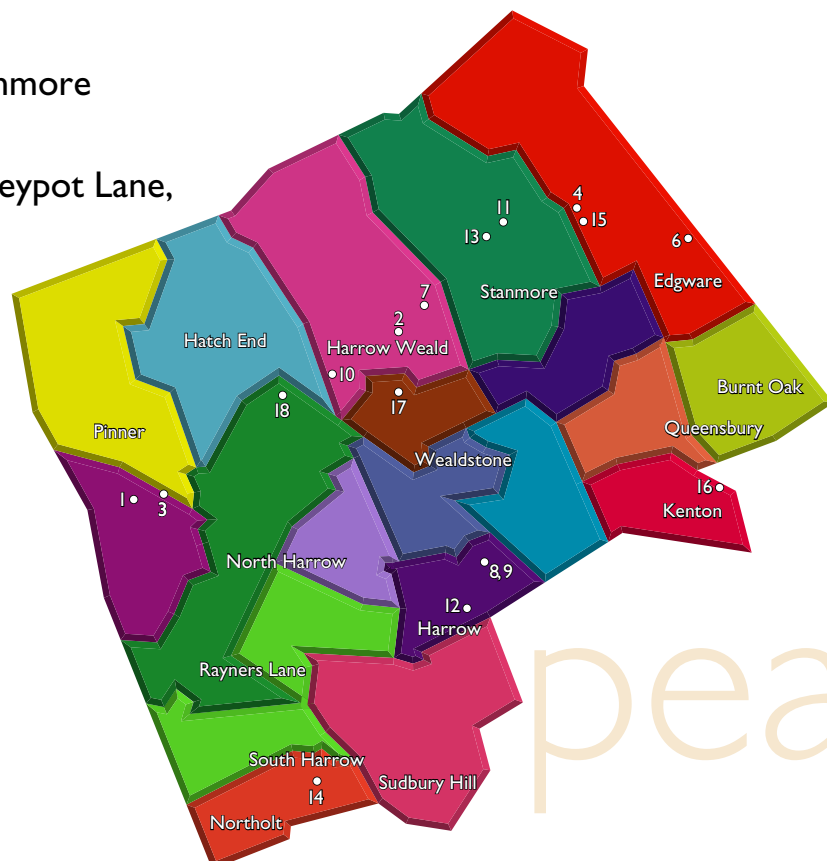
15. Elizabeth Gardens, Stanmore

Warden

16. Alexander Court, Honeypot Lane, Stanmore
17. Minstrel Court, Wealdstone

Willow Housing & Care

18. Parkfield House, Headstone Lane, Harrow Weald



Most of the Council's sheltered schemes consist of up to 32 flats on ground, first, second or third floor level. Each flat has a bedroom, lounge, kitchen and bathroom except for the studio flats, which do not have a lounge. Each kitchen has a cooker and refrigerator except at Harrow Weald Park. All the flats are centrally heated and there is a constant supply of hot water. Lifts are provided to upper floors except at Harrow Weald Park. Most of the sheltered schemes are close to local shops and public transport.

Sheltered accommodation attracts people from all walks of life, all having different requirements, but all looking for a secure and sociable place to call home. The schemes encourage people to socialise within the community.

All but one of our sheltered schemes (Goddard Court) provides a guest room that is available for relatives or friends to stay during periods of serious illness, or occasionally for those with travelling difficulties, for a small charge.

There is a communal garden with a patio area for tenants to enjoy. The Harrow Household Library Service regularly delivers a supply of books.

Added security for your peace of mind

Each flat has an alarm cord attached to a 24-hours-a-day emergency call system. There is an electronic door-entry system fitted to the main door of the building to maximize security, and closed-circuit TV cameras have been installed over the main front door. Each flat has its own lockable front door. The Warden attends to the daily management of the building and responds to tenants' needs. At weekends, or when the Warden is off duty, a Community Alarm Officer service is provided.

ce of mind

What does the Warden do?

- Wardens undertake a daily visit to all tenants. They do this to ensure the residents' safety and well-being. All tenants must agree to this visit.
- They are available during normal office hours to provide support and advice and are 'on call' at other times to deal with emergencies.
- They are responsible for the day-to-day running of the scheme and for maintaining security. In their absence a Community Alarm Officer will provide cover and attend in an emergency.
- They will help tenants form Tenant Associations to organise activities within and outside the scheme and promote independent living.

Each sheltered housing scheme has a **master key system** that enables the Warden to gain access to all flats. This key will only ever be used in an emergency. So that the Warden can get into a flat in an emergency, tenants are discouraged from having extra bolts and chains on their doors. However, you can sign a statement agreeing that the Warden will not visit your flat while you are out.

Emergency cover at weekends is provided via a helpline and Community Alarm Officers.

Relatives of tenants are encouraged to continue to provide support and assistance to their elderly relatives - a Warden cannot replace family.

independence

Your social life

Tenants who enjoy company can take part in the social events organised at the scheme such as bingo, coffee mornings, social evenings and day-trips. Tenants are encouraged to organise their own events with help from the Warden. A notice board (usually in the foyer/lounge) will display activities within the scheme and other community events that you may enjoy.

The benefits of living in sheltered housing are:

- good-quality housing
- independence
- a home for life
- security
- remaining part of a community
- your own front door
- peace of mind, with help on hand from the Warden
- company.

Watkins House

Watkins House is ideally suited to people who wish to remain living independently in the community but cannot do so without a significant amount of home care and support.

Watkins House has 43 studio flats and a guest flat. It has all the facilities and equipment that the other sheltered schemes have.

A Care Warden and Home Care Workers provide a 24-hour support and monitoring service. The Care Warden is available from **Monday to Friday** during office hours **8am to 4pm**.

Home Care Workers based at Watkins House can help you with personal care tasks, such as:

- washing
- preparing breakfast and supper
- dressing
- changing your bed.

They also monitor tenants' medication through a dossett box, in which seven days' worth of tablets are placed so that people can get only the right number of tablets.

How to apply to live in Watkins House

If you want to live in Watkins House, you need to apply to the Elderly Care Panel. If the Panel approves your application, you will join a waiting list.

- Contact your social worker to find out more about it and to ask for an assessment.
- If you do not have a social worker, you should contact your local Social Services Office.

What will I have to pay?

Rent

This is the charge the Council or housing association makes for renting the accommodation. Depending on your income you may be entitled to claim Housing Benefit. Housing Benefit is only payable on the rent element in the list of rents and charges.

Facilities charge

This charge covers the gas central heating and hot water for all the schemes, except Harrow Weald Park where the charge covers the central heating only. An electric immersion heater heats the water in Harrow Weald Park. The electricity supplier of your choice bills all charges for electricity separately for each flat.

If you are over 60, but under 75, the cost of the concessionary TV licence is included in the facilities charge. If you are 75 years or over the TV licence is free and a reduction of 10 pence is made to the facilities charge.

Water rates

The Council and housing associations collect the water rates on a weekly basis and pay the water supplier direct.

Support charge

From 1 April 2004 important changes were introduced which affect people who live in sheltered housing.

The costs of providing housing related support to residents form the “support charge” - a separate charge covering the cost of the warden and helpline/alarm systems.

People who get Housing Benefit will automatically be exempt from paying for their housing related support so you will get your support free. If you do not get housing benefit but are on a low income your support charge will be reduced. What you pay will depend on a ‘financial assessment’ (means test).

All new tenants for sheltered housing schemes must sign an agreement to pay the support charge.

If you have savings of less than £20,500, and an income less than around £150 per week, you may qualify for some help with your support charge. If you have a higher income and high expenses, you may also receive some help towards your support charge. For more information please ask your housing officer or contact the **Supporting People Team 020 8424 1215** during office hours.

Other costs

You will have to pay for the electricity you use on lighting, cooking and appliances.

You will need to arrange and pay for installing any telephone you want, and for paying the bills.

You are advised to take out your own house contents insurance. The Council and most housing associations that manage sheltered housing schemes have a low-cost insurance scheme for their tenants and will be happy to tell you about it.

Who can apply and how?

If you are over 60 and in council or housing association permanent accommodation in the London Borough of Harrow, you simply need to complete a transfer application form and, if necessary, a self-assessment medical form.

If you live in Harrow but are not a council or housing association tenant, you can also apply. You need to fill in a housing register application form and, if needed, a self-assessment medical form.

Paper forms are available from

Harrow Council, Housing Services, PO Box 65,
Civic Centre, Harrow HA1 2XG

tel: 020 8863 5611 ext:

fax: 020 8420 9640

text phone: 020 8420 9658

email: info@harrow.gov.uk

web: www.harrow.gov.uk.

You can also apply online by going to:

<https://www.locata.org/housingregister/>

How can I register for a housing association property?

The Council nominates people to most housing association properties. When you are registered with Locata (explained on page 11) you will be eligible. However, you can be registered separately with some housing associations, as well as being on the council's housing register.

on hand
w

What happens next

- **Assessment**

A Housing Options Officer will assess your application and decide whether you are eligible for sheltered accommodation.

- **Visit**

A Visiting Officer will come to your home and discuss with you whether sheltered housing is suitable and the type of accommodation you need.

- **Registration**

If you are suitable, then your name will be put on the housing register and you will automatically be registered with “Locata”. Locata is the name of West London’s choice-based lettings scheme. You no longer wait for the council to allocate you a home. You now get to see and place “bids” for all the properties that we have available in a fortnightly magazine called Locata Home.

- **Priority banding**

There are four bands, A, B, C and D. You will then be given a priority banding (usually band C).

- **Bidding**

The bidder with the highest priority will be offered the property. Four other bidders will be invited to view, in case of refusals.

- **Waiting time**

The average wait for sheltered housing is 11 months, but it can be as little as 1 month or as long as 4 years. If you are prepared to consider a sheltered studio flat your wait is likely to be only a matter of a few weeks.

via
arden

If you restrict your area or scheme of choice, you may well have to wait longer than average.

If you cannot place your own bids your Housing Officer will be able to provide help and advice.

For more information or an informal chat, please contact a Housing Options Officer on 020 8424 1093.

If you are a council tenant moving from a larger property (for example your current home has 2, 3 or 4 bedrooms), you may be entitled to cash incentive payment under the Council's Under-occupation Scheme and the Council will arrange and pay for your move. We will also put you in band A to enable you to move quickly to the sheltered scheme of your choice.

good-quality
housing

**For more advice or information
Housing Provision Team, General Enquiries
020 8424 1093**

This publication is also available in Arabic, Bengali, Farsi, Gujarati, Hindi, Somali, Tamil, Urdu, Punjabi and Chinese. Large print, Braille and tape versions in English are also available.

يتوفر هذا المستند أيضاً في اللغة العربية.
এই দলিলটি বাংলাভাষায়ও পাওয়া যায়।
ترجمہ شدہ این اوراق
(داکیومنٹ ها) به زبان فارسی موجود میباشد.
આ દસ્તાવેજ ગુજરાતીમાં પણ મળી શકે છે.
यह दस्तावेज़ हिंदी में भी मिल सकती है।

Dhokomantigan waxaad heli kartaa
isagoo af-soomaali ah.
இந்த ஆவணம் (பத்திரம்) தமிழ்
மொழியிலும் உள்ளது.
یہ دستاویز اردو میں بھی دستیاب ہے۔
ਇਹ ਦਸਤਾਵੇਜ਼ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ
這份文件也備有中文翻譯

Please call Housing Services on:

Freephone:
0800 592 896
Textphone:
020 8420 9658

It is published by:

Harrow Housing Services,
London Borough of Harrow,
Civic Centre, Station Road,
Harrow HA1 2XF.

