



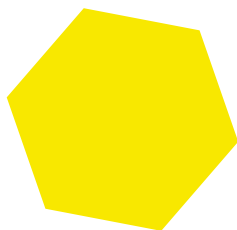
Sheltered Housing

Information for prospective tenants

How we support you



Renfrewshire
Council



Sheltered housing is specifically designed to meet the needs of older people who are aged 60 years or over. Our properties are easy to maintain and offer tenants the safety of living in a comfortable and secure environment. Our staff understand the individual needs of all our tenants and work to support older people to live independently and be actively engaged with the wider community.

Our complexes have a communal lounge where social activities take place. These activities will vary between complexes and tenants are free to participate if they wish to do so.

We have ten complexes across Renfrewshire. Each complex contains between 14 and 42 self-contained homes.

Our complexes are:

- Gallacher Court, Paisley
- Rowan Gardens, Paisley
- Speirsfield Gardens, Paisley
- Darkwood Court , Paisley
- Springbank Complex, Paisley
- Monkdyke House, Renfrew
- Fulbar Court, Renfrew
- Houston Court, Johnstone
- The Oaks Complex, Johnstone
- Altpatrick Gardens, Elderslie

Our flats usually have the following features:

- Accessible for people with mobility problems.
- Most flats are on the ground floor, though sheltered housing is also provided on the first and second floors at some complexes—with lifts available in most cases.
- Each of our complexes has controlled entry and an emergency call system.
- Our sheltered housing officers are mobile and on occasion work at more than one complex but will spend part of the day at your complex.
- Our officers provide this service seven days a week from 8.00am until 2.00pm
- When the sheltered housing officer is not in your complex they can still be contacted during their working hours, through the emergency call system.
- We also have an emergency call centre if you require assistance outwith service hours.
- Bathrooms are designed with safety in mind, and the doors can be opened from the outside in an emergency.
- Light switches are lowered, and sockets are raised to make them easier to use.
- Each complex has a communal lounge for everyone to come together. As well as hosting our own sheltered housing activities, we often host events by organisations and groups working in the local community.
- Several of our complexes have extra facilities that you can utilise, like laundry or a guest flat. Guest flats are for your visiting relatives or friends, and where possible should be booked in advance. There is a small charge per night for the guest room.

The sheltered housing officer service: what we do for you

Our Sheltered Housing Officers provide a wide range of services to assist tenants to live as independently as possible. Here is a summary of the sheltered housing officers' main duties:

What our officers can do

- Respond to emergencies
- Carry out morning checks, if you wish, to make sure you are well
- Make sure the emergency alarm system is always working
- Encourage and support you to participate in social activities
- Ensure all information regarding you is kept confidential and only shared with others you have agreed to
- Provide general assistance including supporting you to arrange minor repairs, helping you to fill in forms and assist you to contact other services

What our officers cannot do

- Help with medication
- Do your shopping for you
- Assist to prepare meals or snacks
- Carry out financial transactions for you or look after your financial affairs
- Assist you to get washed or dressed

If you need personal care services such as washing, dressing, or helping take medicine, our Health and Social Care Partnership may arrange for these services to be provided in your home. Speak to us if you think this is something you might need.

How do I apply for the service?

You are enrolled to our sheltered housing service from the moment you move in. It is a service we offer as standard to all our tenants.

Do I have to pay for the service?

The charge for the sheltered housing service is up to a maximum of currently £12.96 per week in addition to your rent, although many tenants pay much less than this. We will carry out an assessment of your income to calculate how much, if anything, you may have to pay.

Do I pay for this charge along with my rent?

No, you will receive a separate bill every four weeks. We can reimburse you if any holidays or hospital stays exceed seven days.

Is there a charge for heating or laundrette?

There is a heating charge in all our sheltered housing complexes and laundrette charge in some of our complexes. Both heating and laundrette are separate from your rent charge.

Can I buy my sheltered house?

No, you are not able to buy your sheltered house. The right to buy for all Council and Housing Association tenants in Scotland ended on 31 July 2016.

Can I have pets in my sheltered house?

You must not keep any pets in the home or on any part of our property without our permission. Dogs other than assistance dogs are not allowed in multi-storey or sheltered homes.

Useful numbers

Housing Office	0300 300 0222
Housing Support Team	0300 300 0344
Repairs	0300 300 0300
Housing Benefit	0300 300 0204
Adult Services referral team	0300 300 1380
Out of hours standby	0300 343 1505
Advice Works	0300 300 1238
Community safety: Council tenants should initially report neighbour complaints to their Housing Officer.	0300 300 0380

If you would like this information in another language or format please get in touch.

www.renfrewshire.gov.uk

003907: 01/24

