



Your guide to

# **SHELTERED ACCOMMODATION**



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## **1. What is sheltered accommodation?**

Sheltered housing is designed specifically for older people who want to live independently in their own self contained home but in a socially supportive environment.

Railway Housing Association aims to provide convenient and comfortable accommodation in a setting that allows residents to lead a private and independent life yet gives underlying security.

Our sheltered schemes are purpose built or specifically remodelled and offer self contained unfurnished accommodation for couples and single people. All properties have a lounge, bathroom, fitted kitchen and at least one bedroom. Most are carefully planned to take into account the needs of older residents.

All of our sheltered schemes include communal facilities, opportunities for socialising and most have a call system to request help in an emergency.

## **2. What facilities are provided?**

Our schemes provide a range of accessible facilities. These may include some or all of the following –

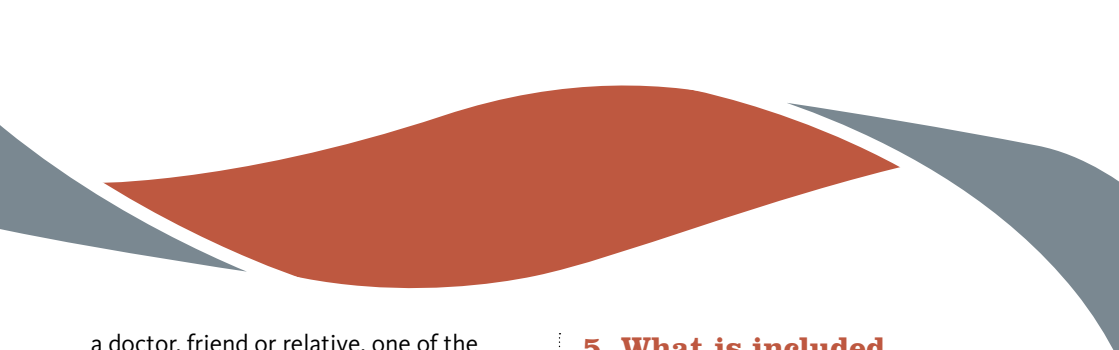
- Communal lounge with kitchen for social activities and residents' meetings
- Laundry room with automatic washing machines and tumble driers
- Assisted bathroom
- Quiet hobbies/reading room
- Lift to upper floors
- Furnished guest room with en-suite or adjacent facilities for use by friends and relatives
- Landscaped communal gardens
- Hairdressing salon–used by visiting hairdressers
- Storage for mobility scooters

## **3. What help is available in the case of an emergency?**

Most of our sheltered properties are linked to an emergency alarm call centre that offers assistance 24 hours per day. In some schemes this service is optional.

Help can be obtained by pulling an alarm cord or pressing a button. All calls made through the alarm system are answered by operators who are trained to quickly assess the situation and respond appropriately. If necessary they will call





a doctor, friend or relative, one of the emergency services (Police, Ambulance, Fire Service) or arrange emergency repairs. In some schemes this service also means that in certain circumstances the call centre operators may send out a member of their staff.

#### **4. What other assistance is available?**

Railway Housing Association has Housing Officers and Tenancy Services Officers who spend some time each week working at each of our sheltered schemes. Their duties include welcoming new residents, helping residents get access to support and other relevant services, carrying out health and safety checks of the building, dealing with rent and other tenancy queries, overseeing the cleaning and maintenance of the communal areas, inspecting vacant flats and carrying out home visits to applicants.

Working in consultation with residents and their families, our staff will liaise with statutory, voluntary and private agencies to ensure that resident's needs are met. Staff can direct residents to a range of services such as support workers, shopping, cleaning, personal and nursing care. By liaising with other agencies to arrange support and care we can help residents to keep their independence and stay in their own homes. However, our staff do not provide any of these services themselves.

#### **5. What is included in the cost?**

The weekly charge for our properties is made up of the basic rent and service charges covering the facilities that are shared with other residents. At most of our schemes the service charges also cover the costs of heating, hot water and water rates.

Separate charges are made for the emergency alarm monitoring and warden services, although some local councils provide these services free of charge. Residents who are in receipt of a low income may be entitled to Housing Benefit towards the rent, and subsidy to pay for any support service.

#### **6. Door entry systems**

Most of our sheltered schemes have a door entry system to provide additional security. This allows residents to speak to a visitor from their own flat and then decide whether or not to let them in.

#### **7. Resident involvement**

We are keen to make sure that residents can have their say about the accommodation and services we provide. We actively encourage residents to be involved in the decisions that affect their homes and lives. Residents can get involved and have their say through resident forums, residents associations or as individuals.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di\_er dillerde de temin edilebilir ayrıca görme özürümlerini kullanabilece\_i kabartma alfabesiyle veya Teyp kaseti \_eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu\_unuz. (E\_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu\_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. ( آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده که ویت، و یا به شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ نگ. نہ گہ ر پیویسنت بہ ز انباری زورتر، یارمہ تی و یا ناموزگار ی ہہ یہ، تکایہ پرسیار بکہ لہ یہ کیک لہ کارمہ نده کان. ( نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (بصری ہوئی کھائی، ہینا انخاص کے پڑنے کی کھائی) یا ڈی اور پیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

## Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: **0800 0287428** | Email: [info@railwayha.co.uk](mailto:info@railwayha.co.uk)

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