Sheltered housing
A guide to independent living within sheltered housing
Other Languages

If you speak another language and would like a translation, please call on 020 8726 6100 ext. 62741.

CZECH
Pokud mluvíte jiným jazykem a chcete překlad, zavolejte, prosím, na tel. číslo 020 8726 6100 linka 62741.

FRENCH
Si vous désirez obtenir un exemplaire de résumé de ce dépliant en français, veuillez téléphoner au numéro 020 8726 6100 poste 62741.

GUJERATI
तમने आ समजाय नहीं तो पुस्तकको ब्यान आ देलिक्षन पर संपर्क करवा विनंती है 020 8726 6100 ext. 62741.

KURDISH
ئەگەر زەماویی کە آنتەرەکەیان یەکە لە پەیکەوەیە بە وەرەکەریانە (تەرەوەیە), لەوە تەکایە لە سەمەر لەمەرەمیەکەیان بەکەی: 020 8726 6100 ژەمارەیەکی ناوازە: 41 62741.

POLISH
Jeśli mówią Państwo w innym języku i wymagają Państwa tłumaczenia, proszę zadzwonić pod numer 020 8726 6100, wewnętrzny 62741.

TAMIL
இந்த குறிக்குறி இலக்கியக் கலையில் கூறப்பட்டுள்ள குறிப்பிட்டு முடியும். வாய்ப்பாடு: 020 8726 6100, ஆண்டை வழங்க வந்து 62741 வந்து புகழ்பெறுவதும்.

TURKISH
Bu kitapçığını icindeki sözlerin kendi dilinize de bulabilirsiniz. Eğer bir kopyasını isterseniz faydalı olacağını düşünüyorsanız, lütfen 020 8726 6100 no’lu telefondan 62741 ‘yi arayıniz.

URDU
020 8726 6100 ext. 62741

SOMALI
Haddii aad ku hadashid luqo kale una baahan tahay tarjumid, fadlan soo Dir Telfoonka 020 8726 6100 ext. 62741

SLOVAK
Ak hovorite inou recou a potrebujete preklad, prosím volajte na 020 8726 6100 ext. 62741

If you would like a copy of the text in this leaflet in large print please telephone 020 8726 6100 ext. 62741.
Sheltered housing

**What is sheltered housing?**

Sheltered housing is specifically designed to meet the needs of people who are seeking a home for independent living into their retirement.

It offers:

- The peace of mind in knowing that the support is available if and when required.

- All the flats and our small number of bungalows are self contained, centrally heated with their own lounge, bedroom or bed sitting room, kitchen and bathroom.

- You will have the security of your tenancy but not the right to buy your home.
What facilities will be available?

• All our schemes have secure door entry systems to give you peace of mind that only tenants, staff and invited visitors, can get into your scheme.

• Most schemes have lift access to all floors.

• A fully furnished communal lounge with kitchen is available and a laundry room with clothes drying facilities.

• Most schemes have communal gardens stocked with shrubs and lawns that are regularly cut. Most schemes have garden seating to enable you to relax out of doors.

• Some schemes also have private parking for tenant’s use and

• Most schemes have a guest room for visiting relatives.

Details of our schemes are available on our website.

What services will be available?

You will have access to support from a officer who may live in the scheme but regularly visits tenants who want to be seen. He/she will be there to help and advise you with any housing or support related services should you need them. You have the reassurance of knowing that help is at hand 24 hours a day through the alarm system which can be activated from the rooms in your flat and from the communal areas.
What sort of social activities will be available?

Making new friends with other residents is one of the benefits from living in the scheme.

• residents hold coffee mornings, parties, bingo sessions, and keep fit.
• sometimes the local Neighbourhood Wardens join in a game of boules or darts or help out with other activities.
• some residents get together and arrange trips out.
• some schemes have visiting hairdressers and chiropodists.

Will I be able to keep my independence?

Yes

You have your own flat and it will be completely up to you when it comes to:

• cooking, housework, laundry and paying your own bills, coming and going and so on.
• choosing your doctor.

You are in exactly the same position as any other tenant, but if you need help at any time with any of these day to day functions or with accessing home care or district nurses, support will be there to put you in touch with the right services.

The support person will also help you with form filling and they can arrange for other Council and voluntary organisation staff to visit and give talks on services that are available to you.

It is really up to you to choose if you want to join in with the communal activities. Having your own flat will mean that you can have privacy when you want it.
Do I qualify for sheltered housing?

- if you are over 60 years of age living in Croydon and you are;
- a Croydon Council or Housing Association Tenant
- a Tenant of a private landlord or
- a qualifying owner occupier

You will be eligible to make an application. In some cases we will consider applications from people who have not yet reached 60 years of age but have circumstances which make them suitable for sheltered housing.

How do I apply?

Sheltered housing is provided directly by the Council and also by Housing Associations in the borough who work together in partnership using a shared application register. First you need to make an application. If you are already a Council or Housing
Association tenant you need to complete a transfer application form otherwise you need to complete a housing register application form. Contacting the housing department on 8726 6100. In addition to the application form you will be asked to complete a Sheltered housing self assessment questionnaire to help us check your suitability for this type of housing.

**Do I have a choice about where I would like to live?**

Yes

The location of all the schemes in the borough are listed in the middle of this booklet. You will be asked which schemes you are interested in.

**How long will I have to wait for an offer?**

This will depend on

- the priority awarded to your application, and
- how many schemes that you have included in your selection choice. If you have limited your choice to just one scheme you are likely to have a very long wait.

Once you receive an offer we will arrange for you to view the property very quickly.
Location of Sheltered housing schemes in Croydon

CROYDON COUNCIL SCHEMES

Norbury
Kuala Gardens ................................. 1
Upper Norwood
College Green ................................. 4
South Norwood
Arun Court .................................... 15
Sevenoaks &
Tonbridge Houses ......................... 13-14
Thornton Heath
Gillet & Garnet Road ...................... 16-17
Laxton Court ................................. 18

West Croydon
Bell Court ...................................... 25
Purvis House .................................. 26
Addiscombe
Allington Court .............................. 34
Gordon Crescent ......................... 27
Windmill Bridge House ................. 33
Bridge Place .................................. 29
Fisher Close ................................ 28
Creed Court .................................. 30
Ashburton
Ashburton Memorial Homes ............ 35
Central Croydon
Arthur Court ................................ 36
Waddon
Layton Crescent ......................... 43
Sanderstead
Borough Grange ......................... 50
Old Coulsdon
Southlands Close ..................... 51
Fieldway
Beech & Cedar Houses ................ 45-46
New Addington
Ashwood Gardens ..................... 47
Can I get any help moving?

Yes

- If you are already a council tenant and are moving to smaller housing you may qualify for a payment of up to £2,000 per room you release and your removal costs under the council’s special transfer scheme.

- If you do not qualify for help under this scheme you may qualify for help if you are receiving Income Support. More information is available from our Staying Put team or from Age Concern.

- In some cases we will help with the decoration of your home by giving vouchers for buying decorating materials from named stores.

Can I take my pet with me?

This will depend on what type of pet you have as unfortunately some pets can spoil other tenant’s enjoyment of their homes and the communal facilities. Please check with us before you accept the tenancy. Most Housing Associations do not allow residents to keep pets.

Can my family and friends visit any time?

Yes

Family friends and other visitors can visit you at any time.
**Will I be able to take my furniture with me?**

Yes

The flats are unfurnished and you will need to supply your own electric cooker and appliances. If you are moving from a family home and have lots of furniture you may not be able to take it all with you.

Your housing officer may be able to provide information about organisations that collect unwanted furniture such as Croydon Appliance Re-use Centre (ARC) which recycles furniture and appliances.

**Will I be able to get help paying the rent?**

Yes

Most tenants of sheltered schemes qualify for housing benefit which reduces the amount of rent you have to pay each week. Your housing officer may be able to get an estimate of your entitlement and advise you of the different rent payment methods.
Do I have to pay any extra charges?

Yes

You will have to pay a weekly Supporting People charge to Social Services. This service charge covers;
- the cost of the support services that you receive and
- the alarm and emergency support services that are exclusive to sheltered housing tenants.

If you claim Housing Benefit you will not have to pay this charge no matter how small your Housing Benefit entitlement.

If you are not entitled to Housing Benefit you may still be entitled to help with the charge and you should apply for help to the Social Services Assessment Team.
Useful Contact Numbers

**District Housing Offices**  
Call 020 8726 6100 and ask for North, South Central or East District Housing Offices.

**Housing Options** 020 8726 6100

**Adult Social Service Sheltered Housing Assessment Team** 020 8726 6500

**Appliance Re-use Centre** (Furniture recycling) 020 8681 6721

**Age Concern** 020 8680 5450

**Croydon Welfare Benefits Project** – freephone 0800 731 5920

**Staying Put** 020 8760 5505

For details of Sheltered Housing Schemes visit our web site [www.croydon.gov.uk](http://www.croydon.gov.uk) and search under Housing, Sheltered Housing Schemes.

This document is also available in large print

NS/November 2007