



Sheltered Housing

This leaflet tells you about sheltered housing, how you can apply for it, what services it provides and what they cost.

Updated April 2016

We try to review our leaflets regularly to make sure you have the most up-to-date information; however the content of this leaflet is only correct at the time the leaflet is published.

For more information or advice contact us on **0300 1234566** or visit our website at www.moray.gov.uk.

The Moray Council's Sheltered Housing

What is sheltered housing?	Page 1
Where do we have sheltered housing?	Page 1
How do I apply?	Page 2
What is a medical assessment?	Page 2
How much does the accommodation cost?	Page 3
What is an alarm system?	Page 4
How do I get help?	Page 4
What does the warden do?	Page 5
What do I do if the warden is not there?	Page 6
Can I have a pet?	Page 6
Other information	Page 7
Contacts	Page 8

What is sheltered housing?

It is housing which offers you low level housing support via a warden service and helps you to continue to live independently in your home.

Sheltered housing is usually one or two bed properties, built either as part of a complex or located in groups. It is normally suited to older people, but may be available to younger households in need of support.

A warden is available during the daytime to check on the welfare of residents and can be called on in case of emergencies. The warden will check on residents to make sure that they are safe and well. They may also organise social activities within the communal areas.

In Moray, most sheltered housing is owned by us or housing associations.

Where do we have sheltered housing?

We have schemes in the following locations:

- Buckie (Wallace Avenue)
- Elgin (Gurness Circle, Larch Court, Mossend Place, Muirfield Court and South College House)
- Forres (Leys Road)
- Lossiemouth (Marine Terrace)
- Portgordon (Crown Street, Crown Terrace and Craiganroan Corner)

Other social landlords also have schemes in Moray. For more information see our 'Guide to Housing Options in Moray'.

How do I apply?

To apply for sheltered housing you will need to apply to the Common Housing Register. This will let you make one application for social housing in Moray and Aberdeenshire. You will need to register online at www.apply4homes.org.uk If you do not have access to the internet, you can visit your local library or any of our offices. If you need help to apply, please phone us on 0300 1234 566

The apply4homes website only collects your information. It does not make any assessment of your housing need. This will be assessed by each partner's Allocation Policy. (You can find these on the apply4homes website).

Once you have filled in an online application for housing, you will also need to fill in a medical assessment form.

What is a medical assessment?

A medical assessment is the process that we use to assess your health. It will determine if you should get a certain type of housing or if we can award points to improve your position on the housing list.

You can get a copy of the medical assessment by:

- Downloading a copy medical form from our website at www.moray.gov.uk;

- Phoning us on 0300 1234 566;
- Emailing us at housing@moray.gov.uk; or
- Visiting your local access point.

When a vacancy comes up in sheltered housing, we consider all suitable applications on the list for that area. We usually offer the tenancy to the person with the most points.

How much does the accommodation cost?

There are two parts to the cost of sheltered housing – the rent and a service charge. You may be able to get help to cover this, depending on your income.

Rent

If you have a limited income you may be entitled to Housing Benefit to help with the rent. Different schemes in Moray have different rents. The actual amount for a property is given in the offer letter we send you. Rents vary from around £26 to £45 a week depending on where the scheme is and what facilities it has.

Service charge

The service charge covers the cost of the warden service, which is not included in the rent charge. The amount you will pay depends on your income. We can carry out a financial assessment with you before or during your tenancy. If you do not want to have an assessment, or your income is assessed as exceeding the maximum allowed, you will need to pay the full cost. The weekly service charge is currently £31.25.

What is an alarm system?

We have fitted various systems in every unit of sheltered housing to protect tenants.

Community alarm systems

We fit these in every sheltered housing home to make sure that you can get help easily when you need it. The community alarm system works through the phone lines. We will give you a neck pendant or wristband to wear.

Smoke alarms

The smoke alarm will sound whenever levels of smoke or heat reach a dangerous level. We service them at least once every year to make sure that they will work when you need them. Smoke alarms are linked to the electricity supply in the house and have a battery as well for backup in case you have a power cut.

Carbon-monoxide alarms

We fit carbon-monoxide alarms in the same way. They can detect dangerous gases that have no smell. If gases are found, the alarm will make a loud sound. We service these alarms every year.

How do I get help?

You just need to press the pendant or wristband button, or the red button on the alarm. This gives you immediate voice contact with the control centre. You will hear the system dialing through and will hear a message telling you that you are being connected. Either the warden on duty or a member of staff at the control centre will talk to you and find out what the problem is. If you cannot be heard, the warden (or another person you have chosen to keep a spare key to your house) will come to help you. If you cannot open the door and no-one can get in using a key, we will call the emergency services.

You can ask for help at any time of the day or night and as often as you need it.

What does the warden do?

The warden on duty will contact you every day, if that is what you have requested (you decide how often you would like the warden to call). The warden will make sure that you are safe, comfortable and are keeping as well as possible. They will arrange help for you if you need it. For example, they can arrange for you to see a nurse, doctor or home help, or can arrange for repairs to your home. You can call the warden if you have any problems with heating or anything else in your home.

In exceptional circumstances the warden may be able to help you by getting any prescribed medicine urgently, or to make a

simple meal. However, this has to be very limited because there are others who may need help too. The warden's main task is to make sure that you get the help you need.

What do I do if the warden is not there?

It is not possible for the warden to be there all the time, but the alarm system is. If the warden is not available, the control centre will respond. The staff there will get help for you from one of the people you have chosen to keep a spare key or from the emergency services.

Can I have a pet?

You can keep a pet in sheltered housing but you must tell the warden about it. If you have a pet, you must keep it under control. You must look after your pet properly and make sure it is not a nuisance to your neighbours.

More information:

We have a leaflet "Housing Support Services" which explains our Housing Support Services Policy –sheltered housing falls under housing support services.

You can find more information on our website at www.moray.gov.uk.

Contacts

Housing and Property

PO Box 6760

Elgin

IV30 9BX

Phone: 0300 1234 566

Email: housing@moray.gov.uk

Website: www.moray.gov.uk

Access Care Team

Moray Council HQ Annexe

High Street

Elgin

Phone: 01343 563999

Email: accesscareteam@moray.gov.uk

Website: www.moray.gov.uk

Independent Living Centre

Moray Resource Centre

Maisondieu Road

Elgin

Phone: 01343 544166

Email: info.ilc@moray.gov.uk

Website: www.moray.gov.uk

Our office locations

Buckie Access Point

13 Cluny Square

BUCKIE

AB56 1AJ

Phone: 0300 1234 566

Email: housing@moray.gov.uk

Elgin Access Point

Annexe, High Street

ELGIN

IV30 1BX

Phone: 0300 1234 566

Email: housing@moray.gov.uk

Forres Access Point

Auchernack, High Street

FORRES

IV36 1DX

Phone: 0300 1234 566

Email: housing@moray.gov.uk

Keith Access Point

Keith Community Hub

26 Mid Street

KEITH

AB66 5AH

Phone: 0300 1234 566

Email: housing@moray.gov.uk

If you need information from the Moray Council in a different format, such as Braille, audio tape or large print, please contact:
The Project Officer on 01343 563319

Email: equalopportunities@moray.gov.uk

如果閣下需要摩里議會用你認識的語言向你提供議會資訊的話，請要求一位會說英語的朋友或親人與議會聯繫

Jeżeli chciałoby Państwo otrzymać informacje od samorządu rejonu Moray w swoim języku ojczystym, Państwa przyjaciel lub znajomy, który mówi dobrze po angielsku, może do nas
Se necessita de informação, do Concelho de Moray, traduzida para a sua língua, peça o favor a um amigo ou parente que fale Inglês para contactar através do:

Jeigu Jums reikalinga informacija iš Moray regiono Savivaldybės [*Moray Council*], kurią norėtumėte gauti savo gimtąja kalba, paprašykite angliškai kalbančią draugą arba giminaičių susisiekti su mumis

Чтобы получить информацию из Совета Морэй на Вашем языке, попросите, пожалуйста, Вашего друга или родственника, говорящих по английски, запросить ее

Si necesitas recibir información del Ayuntamiento de Moray en tu idioma. Por favor pide a un amigo o familiar que hable inglés que:



Housing and Property
The Moray Council
PO Box 6760
ELGIN IV30 9BX



0300 1234 566



housing@moray.gov.uk



(Wednesday or Thursday Only):
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