



Sheltered Housing

What is Sheltered Housing?

Adur Homes Sheltered Housing provides independent, self contained homes with a 24 hour emergency alarm service.

It is accommodation specially designed for people over 55 years of age and is available to rent or buy (Only at Courtfields).

Sheltered housing offers you security and enhanced housing related support so that you can remain in your own home and continue to live independently.

All of our schemes have a communal lounge, kitchen and laundry room. The laundry rooms are for the personal use of residents only.

Residents are encouraged to form their own committees and to arrange social activities.

Some schemes also provide guest rooms so that friends or relatives of any resident who is ill or needs assistance may stay at the scheme overnight. When not required for this purpose the guest room is available for short social visits. A charge is made to cover the costs of maintaining the guest room and to contribute to the schemes social fund and communal facilities.

The Council employs cleaners for communal areas and windows. Residents are responsible for cleaning inside their homes.



What does the Sheltered Housing Officer do?

Adur Homes no longer employs Wardens or Housing Support Officers. The new job title of Sheltered Housing Officer reflects the new role.

The Sheltered Housing Officers are responsible for the day to day management of the schemes. There are 4 Sheltered Housing Officers covering all of Adur Homes' sheltered schemes.

Main duties:

- 1. Undertake viewings with potential residents.**
- 2. Complete signing up of new tenancies**
- 3. Undertake weekly fire alarm tests at all schemes**
- 4. Carry out inspections of the schemes, ensuring all communal areas are kept clear, logging repairs and ensuring maintenance matters are dealt with in agreed timeframes.**
- 5. Manage all sheltered rent accounts, providing support where tenants are having difficulties with paying their rent and taking enforcement action where necessary.**
- 6. Deal with anti-social behaviour at the schemes, working closely with residents and other departments such as Environmental Health & Legal services to reach amicable solutions as quickly as possible**
- 7. Undertake regular smoke/emergency alarm checks in individual properties.**
- 8. Administer the guest room and communal lounge bookings in collaboration with the Residents Association**
- 9. Provide a link between residents and the Council's Services. Offering advice on all tenancy matters**
- 10. Assisting with referrals to other agencies when support is needed during times of crisis (This support service is currently provided by Red Assure, a division of Worthing Homes)**

11. Keep accurate records of residents' doctor, family and key holders on behalf of the Community Alarm Service (these details will be checked every 6 months but please do inform us of any changes as soon as possible)
12. Provide a visual presence on the schemes by holding housing surgeries and attending residents' meetings as required

Community Alarm

All of our sheltered housing properties have a community alarm unit installed.

Some properties will still have the pull cord system, whilst others will now have the new 'dispersed' units.

Both types come with a pendant and are provided to summon help in an emergency anytime of the day or night.

They also have a smoke detector linked to the control centre in order to obtain assistance as quickly as possible in the event of a fire.

There is a separate charge for the call system which is not eligible for housing benefit, therefore all sheltered housing residents are asked to pay the weekly charge.

The easiest way to do this is by setting up a direct debit. Please ask a Sheltered Housing Officer for a form to set this up.

It is a requirement that residents allow staff into their home to carry out routine tests and maintenance of this equipment as per the terms of the tenancy agreement.

Important things to remember:

1. Do not tie up any pull cords in your flat - if you need help they may be out of reach
2. Ensure you always carry your pendant with you
3. Allow staff into your home to test the equipment regularly
4. Let us know if you are going to be away for more than 1 week
5. Ensure you know how to pay the weekly charge for the alarm system

Community Life and your Independence

You may be wondering how living in sheltered housing will differ from living in a general needs property.

In most aspects life in sheltered housing will not be different at all. You will still be living independently in your own home, with your own front door.

The provision of communal facilities means that a degree of communal activity is unavoidable.

Sheltered schemes vary in the degree of communal activity that takes place. They also provide independence and privacy, a secure base from which to continue an active life outside the scheme if you so wish. Each resident has the right to privacy and the right not to participate.

However, just as you have certain rights, you also have responsibilities and obligations towards your neighbours - to respect their rights and wishes as well.

Your responsibilities and rights are the same as any other council tenant in most respects.

However, because sheltered housing is especially designed for older people, you cannot transfer the tenancy of your home to other members of your family or friends, nor can you buy it.

Residents must be over 55 to live in sheltered housing.

GUIDANCE NOTES FOR ENDING A SECURE TENANCY OF A COUNCIL PROPERTY

(Also refer to chapter 9 of the Tenants Handbook)

Please read this very carefully: If you have any questions or are uncertain about the form you must contact the Sheltered Housing Officers.

(1) WHO CAN END A TENANCY?

Only the **TENANT(S), EXECUTOR OF THE WILL OR THE ADMINISTRATOR** of the Tenants Estate can end a tenancy (if a joint tenancy only one tenant need sign). This does **not include** friends, neighbours, social workers, care staff, etc. unless they have been appointed Executor or Administrator, in which case a letter of authority from a solicitor will be required.

(2) HOW MUCH NOTICE MUST I GIVE?

Four weeks notice, in writing, must be given to end a tenancy. The date of the notice must start on a Monday and end on a Monday. **Any period less than four weeks notice cannot be legally accepted.** The Council will not consider the tenancy to have ended unless a termination form has previously been completed and the keys returned with vacant possession.

(3) CAN I BACK DATE A NOTICE?

NO, the notice to terminate a tenancy must always be four weeks in advance, starting on a Monday. It cannot be backdated.

(4) WHEN DO I HAND IN THE KEYS TO THE PROPERTY?

All keys to the property including Door Entry, shed and dustbin area keys, and keys held by friends and relatives must be returned to an Adur District Council Officer by **10.00 am** on the **Monday** at the end of the four weeks notice. A receipt will be issued. If the keys are late in being returned or if some are missing you will be charged an extra weeks rent. In some instances the keys may be returned before the four weeks notice has expired but only at the express permission of the Senior Sheltered Housing Officer.



Main door and flat door keys

All of our sheltered properties are fitted with security keys. This means that you can only obtain spares/replacements direct from the Council.

Emergency services (Police/Ambulance/Fire) all have access to a master key and it is important that you do not change your lock without contacting us first.

Keys will only be used to gain access if there is a genuine concern for your welfare or an emergency repair is needed in the property (ie: alarm equipment, water/gas leak) Staff are not permitted to gain access using a master key at any other time, even with your permission.

If you require additional keys they need to be ordered via your Sheltered Housing Officer.

There is a charge of £10 per key and this can be paid over the telephone or at the Helppoint at The Shoreham Centre by Debit Card or you can pay by cheque. We are unable to accept cash payments.

Once keys are ready, they can be collected from The Shoreham Centre or a scheme office - proof of identity is always needed to collect keys.

How do I contact a Sheltered Housing Officer?



If you live West of the River Adur (Lancing/Sompting)

01273 263069

If you live East of the River Adur (Shoreham/Southwick/Fishersgate)

01273 263011



You can email us:

sheltered.housing@adur-worthing.gov.uk



Or you can write to us at:

Adur Homes

Portland House

44 Richmond Road

Worthing

West Sussex

BN11 1HS



Other useful contacts:

Red Assure, Floating Support Service: 01903 703103

Contact Centre for general council enquiries: 01273 263030

Freephone repairs line: 0800 783 7150

Emergency repairs out of normal working hours: 07713 889 128

The Community Alarm & Telecare team: 01273 263390 who can arrange a daily call to ensure you are OK / a keysafe if you have limited keyholders

Telephone payments: 0300 123 6002 - available 24 hours a day 7 days a week. Be ready to quote your 10 digit rent account number, beginning '902'

**You can also visit the Council's Help Point at:
The Shoreham Centre, Pond Road, Shoreham-by-Sea,
West Sussex, BN43 5WU**