

SHELTERED HOUSING



Sheltered housing

Sheltered Housing is specifically designed for the needs of older people and for those who can benefit from the range of services on offer.

Tenants First own five sheltered housing complexes in Aberdeen and Aberdeenshire.

A new complex in Fraserburgh is currently under construction.

Tenants in sheltered housing sign a different tenancy agreement from the kind used in general needs housing.

The sheltered housing tenancy agreement gives sheltered tenants the right to use all the services available at their complex.

The agreement also allows the Sheltered Housing Warden to enter tenants' homes when there are concerns for their wellbeing.

Sheltered tenants do not have the right to buy their homes.

Sheltered Housing Wardens

Sheltered Housing Wardens provide the backbone of services to sheltered tenants.

When Wardens are on site they monitor and review the

wellbeing of tenants through daily alarm calls, home visits and by being aware of tenants' needs.

Wardens provide emergency response to alarms activated by tenants.

Wardens can contact the emergency services and tenants' next of kin when required.

They can also assist tenants with emergency errands, for prescriptions and the like when a tenant is unwell.

Tenants in sheltered housing have individual support plans describing the services they will receive from the Co-operative's Sheltered Housing Warden Service

Wardens are responsible for ensuring a high level of cleanliness is maintained within complexes.

They clean and polish the common room and ensure the exterior parts of the complex are tidy and repairs are notified and carried out.

Wardens also assist with the organisation of social activities for the tenants.

These can range from bingo and day trips to celebrating special occasions.

Wardens are not on call when they are not on site.

However, if no-one else is available, they can be called out, if available.

Care Services

Wardens are not provided to take on any aspect of personal care.

A warden will not cook or clean for any individual tenant.

The warden can, however, refer any tenant who needs more assistance with their day to day activities onto the local social work department.

Wardens liaise and co-operate with home care and day care services.

Community Alarm

When the warden is not on duty the alarm system is switched onto the Community Alarm.

At the start of the tenancy and regularly thereafter, tenants are required to provide details of their next of kin and emergency contact details for the Community Alarm.

When activated, the Community Alarm contacts next of kin, emergency contacts, emergency services and, if no-one else is available, a warden.

Communal Facilities

Every complex has a common room that is available to all residents.

Some of the complexes have a residents committee who manage the common room.

Some complexes also hire their common room out to day care and other community groups.

The income from these activities is used to offset the property service charge attached to the rent.

Most sheltered housing complexes are equipped with a laundry room.

The cost of the laundry room is covered by the service charge.

Regulation of sheltered housing

The Co-operative's sheltered housing services is regulated by the Care Commission and is funded through Supporting People Grant from your local authority.

If you would like any further information please contact our offices