Welcome to Sheltered Housing

Complexes in the Swarcliffe area

- Carrfield Road
- Naburn Court
- Sherburn Court
- Whitelaithe Croft and Court
Sheltered Housing information

Living in Sheltered Housing aims to provide an environment where people can make friends and enjoy a range of social activities or access support services. Typical activities on schemes include coffee mornings, luncheon clubs and bingo. All residents have the security of having their own front door to their homes and responsibility for their own every day needs.

Each scheme has a team of Sheltered Support Officers that visit between 8am and 4pm, Monday to Friday, but alternative methods of contact can be chosen to suit your needs, such as telephone calls, text messages or emails. Sheltered Support Officers are there to assist you to maintain independence in your own home. This is done by completing a support file with you, ensuring that your individual support needs and wishes are met.

Properties consist of flats, bungalows and houses and our communal schemes offer a variety of facilities such as communal lounges, laundry rooms, guest rooms and activities.

Sheltered Scheme types

Housing Leeds has 126 sheltered schemes across the city, they are described as:

- ‘Dispersed schemes’ where there are no facilities available on site.
- ‘Centre schemes’ where there is a communal room and sometimes a laundry located very near-by for use by tenants living at that scheme.
- ‘Complex schemes’ which have communal rooms and other facilities located within the building and your flat door would open into the complex.

Service charge

A £13 weekly service charge is included within the rent for the Sheltered Support Officer service. If your rent is met by full Housing Benefit the £13 charge is paid in full via housing benefit. If you do not receive housing benefit, or receive part benefit, you pay a weekly contribution of £2 towards this charge. The remaining £11 is paid by the council; this will show as an adjustment on your rent account.

What our tenants have said about sheltered housing ...

‘This is the best place I have ever lived and I am happy as a man can be’

‘I am very content in my home’

‘I have a great social life which is good for meeting new people’
What our Sheltered Support Officers can and can’t do ...

Sheltered Support Officers MUST:

- Treat you with respect, and allow you to live your life in the way you want to.
- Visit or contact you as arranged.
- Complete a Support File with you and review this at least twice each year.
- Test communal area Fire Alarms.
- Regularly check security and safety measures.
- Help you to get services from other organisations, e.g. home care.
- Tell you about activities and events and work with you to enable you to join in if you wish.
- Help you to report repairs, if you need help with this.
- Report repairs in communal areas.
- Attend walkabouts and viewings with new tenants.
- Keep your information confidential.
- Keep notice boards up to date.
- Be welcoming and inclusive to all customers and their families, and observe cultural preferences.
- Promote ‘Good Neighbour’ or be-friendly schemes in your area.
- Promote your Sheltered Scheme and how it is an environment that can help you to live independently whilst remaining in your own home.
- Inform Team Leaders, or an appropriate officer, at the earliest opportunity of any accidents, serious incidents, or safeguarding concerns.

Sheltered Support Officers MUST NOT:

- Accept gifts from you.
- Handle your money, or deals with your finances, Sheltered Support Officers are able to provide you with details of someone who could provide you with financial advice.
- Give you any medication or help you to administer your medication.
- Lift you if you have fallen. (They will make you as comfortable as possible and get help for you.)
- Provide any kind of home care service.
- Do your shopping. (but may help you find a service that can do this)
- Fix fuses; tune in TV’s or other small DIY jobs.
- Breach confidentiality.
- Breach Cohesion and Diversity standards or exclude any individual or group of people of the rights, privileges and courtesy due to all.
- Hold Keys to your home. However, through Support File permission can be granted to access keys in a key safe in an emergency situation.

In a recent survey, we asked:
‘What attracted you to Sheltered Housing? ... our survey said ...

Easier to maintain home, for added security and to improve quality of housing.

To be nearer family and friends.

Adaptations for people with disabilities, level access or a medical need.

Support from the Sheltered Support Officers and local social activities.
Carrfield Road

What does Carrfield Road offer?

Carrfield Road is a dispersed scheme made up of 19 one bedroom and 4 two bedroom bungalows in small clusters across a number of cul-de-sacs. Its postcode is LS15 4JB. This estate is extremely popular due to its location and type of properties and situated in the village of Barwick in Elmet to the South East of Leeds. Unfortunately there is not a very good bus service, only two buses every hour, one to Leeds via Seacroft and another via Crossgates. If you and your family rely heavily on public transport this may not be the location for you. The scheme benefits from a community centre John Rylie House, with communal facilities including a community room, kitchen and laundry for all tenants to use. There are a variety of activities and groups for you to join in if you wish to do so.

Activities at Carrfield Road

<table>
<thead>
<tr>
<th>Tuesday</th>
<th>Thursday</th>
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<tbody>
<tr>
<td>7pm</td>
<td>10am</td>
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<tr>
<td>Bingo</td>
<td>Coffee Morning</td>
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There are activities available for you to attend at other schemes in the area, please enquire through your Sheltered Support Officer.
Local Health Services
Doctors are located either within the village or Scholes. They have their own pharmacy in the surgery. Additional GP’s and dentists can be found in Seacroft and Crossgates. Seacroft hospital is the closest to the scheme and about 10 to 15 minutes’ drive away.

Local Information
The bus route is close by and to travel to Seacroft and Cross Gates and runs 2 buses every hour (11 and 11a). The nearest Post Office are Barwick in Elmet or Cross Gates that is a bus journey away. The scheme is a short distance away from Main Street, where there is a post office and a small selection of shops. The nearest larger supermarkets, banks and other outlets are located a bus or car journey away located at Crossgates or Seacroft. Within the area there is a local library, with limited opening hours. Places of worship are located in the village.

Contact us
If you would like to speak with a member of the team or would like to arrange a visit to the scheme please contact the Sheltered Support Officers during weekday office hours.

Office number    0113 2732506
Jill Wormald    07891 272226
Chris Keedy    07891 279971
Katie Bell    07712215233
Sandra Rennison    07712216402
Or call Housing Leeds FREE: 0800 188 4000
For further information, please email: housing.leeds.olderpeople@leeds.gov.uk

Applying for sheltered housing
If you would like to apply to live in sheltered housing, please register at www.leedshomes.org.uk where you can download a housing application or visit any local Housing Office. The nearest to Carrfield Road is located at:

Moortown Housing Office, 4 Queenshill Approach, LS17 6AY

Office opening times:
− Monday, Tuesday, Thursday and Friday: 8:30am to 4:30pm.
− Wednesday: 8:30am to 3:30pm.
What does Naburn Court offer?
Naburn Court is a complex over 2 floors with 29 one bedroom flats in the Whinmoor area of Leeds, with lifts to access the upper floors. Its postcode is LS14 2ES. There are communal facilities that include a lounge, kitchen and laundry room and are available to all tenants to use. There is a communal garden and two small parking areas. There are a variety of activities and groups held in the community centre for you to join in if you wish to do so. A guest room is available for family to use at an additional charge.

Activities at Naburn Court

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td>Monday</td>
<td>5pm</td>
<td>Bingo</td>
</tr>
<tr>
<td>Tuesday</td>
<td>2pm</td>
<td>Cards</td>
</tr>
<tr>
<td>Thursday</td>
<td>10am</td>
<td>Coffee Morning &amp; Bingo</td>
</tr>
<tr>
<td>Friday</td>
<td>5pm</td>
<td>Bingo</td>
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</tbody>
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There are activities available for you to attend at other schemes in the area, please enquire through your Sheltered Support Officer.

Local Health Services
There is a dental practice and pharmacy located at the group of local shops; other medical centres and dentists can also be located at Seacroft and Cross Gates areas. The local buses also allow direct access to Seacroft and St James Hospital.
Local Information

Buses routes are located next to the scheme, where you can travel to Seacroft and Cross Gates, shopping centres in Leeds and Wetherby (16, 16a, 56 and 770). Located within a short distance are a group of local shops, which include a local convenience store with post office, café, takeaway and public house. The local library located next to the shops, this has limited opening times during the week. Places of worship, can be located a short bus journey away.

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If you would like to apply to live in sheltered housing, please register at www.leedshomes.org.uk where you can download a housing application or visit any local Housing Office. The nearest to Naburn Court is located at:

Swarcliffe Housing Office, 32 – 38 Langbar Gardens, Leeds, LS14 5ES

Office opening times:
- Monday, Tuesday, Thursday and Friday: 8:30am to 4:30pm.
- Wednesday: 8:30am to 3:30pm.
Sherburn Court

What does Sherburn Court offer?
Sherburn Court is a complex and has 86 one bedroom and 2 two bedroom sheltered flats, the block has 13 floors and some of flats within the block are not sheltered and therefore do not receive a visit from a Sheltered Support Officer. Its postcode is LS14 5DG. There are lifts which gifts access to every floor. The scheme benefits from communal facilities including two community rooms and laundry room, as well as gardens to the side of the property for all tenants to access. There is also a shared parking area at the front and side of the property. There are a variety of activities and groups held in the community centre for you to join in if you wish to do so.

Activities at Sherburn Court

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<tr>
<td>Wednesday</td>
<td>2:30pm</td>
<td>Tea Cake, Cuppa &amp; Bingo</td>
</tr>
<tr>
<td>Friday</td>
<td>7:30pm</td>
<td>Social Evening, Bingo &amp; Music</td>
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Local Health Services
The nearest medical centre is located is a short walk away, there are a further two located slightly further. There are several doctors and dentists are available in nearby Cross Gates. St James Hospital is the nearest and can be accessed direct by the local bus services, and a local bus will take you to within walking distance of the Leeds General Infirmary.
Local Information

Bus stops are located close to the scheme and provide access to Seacroft and Cross Gates (16, 16a, 40 and 56). The Coastliner can also be caught locally for access to York and Scarborough (843). In Seacroft, there is a large supermarket; bank, post office and various other shops can be located at the Seacroft Green Shopping Centre. Cross Gates also has good shopping and banking facilities. The nearest local library is located at Seacroft at the rear of the Tesco supermarket. There are several place of worship are located in the area.

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Swarcliffe Housing Office, 32 – 38 Langbar Gardens, Leeds, LS14 5ES

Office opening times:
- Monday, Tuesday, Thursday and Friday: 8:30am to 4:30pm.
- Wednesday: 8:30am to 3:30pm.
White Laithe Croft and Court

What does White Laithe Croft and Court offer?

White Laithe Court and White Laithe Croft is a complex over 2 floors with 31 one bedroom flats, and a lift to the upper floor. Its postcode is LS14 2EQ. A communal lounge, a kitchen and laundry are available to all tenants to use, also a large communal garden and a small parking area. White Laithe Croft is a dispersed scheme of 19 one bedroom bungalows with each having their own outside space located directly next to the complex and tenants can also benefit from using the communal facilities at White Laithe Court. There are a variety of activities and groups held in the community centre for you to join in if you wish to do so.

Activities at White Laithe Croft and Court

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There are activities available for you to attend at other schemes in the area, please enquire through your Sheltered Support Officer.

Local Health Services

There is a GP and Dental practice located at the group of local shops; other Medical Centre and Dentist can also be located at Seacroft and Cross Gates. The local buses also allow direct access to Seacroft and St James Hospital.
### Local Information

Buses routes are located close by, to travel to Seacroft and Cross Gates, shopping centres in Leeds and Wetherby (16, 16a, 56 and 770). Located within a short walking distance are a group of local shops, which include a local convenience store with post office, café, takeaway and public house. The local library located next to the shops, this has limited opening times during the week. Places of worship, can be located a short bus journey away.

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### Applying for sheltered housing

If you would like to apply to live in sheltered housing, please register at [www.leedshomes.org.uk](http://www.leedshomes.org.uk) where you can download a housing application or visit any local Housing Office. The nearest to White Laithe Croft and Court is located at:

**Swarcliffe Housing Office, 32 – 38 Langbar Gardens, Leeds, LS14 5ES**

Office opening times:
- Monday, Tuesday, Thursday and Friday: 8:30am to 4:30pm.
- Wednesday: 8:30am to 3:30pm.