



Welcome to Sheltered Housing

Complexes in the Little London area

- Carlton Croft
- Eltham 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.



Carlton Croft



■ What does Carlton Croft offer?

Carlton Croft is a complex located in a multi-story block of flats in the Little London area of Leeds. Its postcode is LS7 1HF. The scheme is over 11 floors and made up of 22 one bedroom and 22 two bedroom flats. There are lifts to all floors and the scheme has a communal lounge and laundry for all tenants to access. Secure door entry system and car park. There are social activities and groups for you to enjoy if you wish to do so.

■ Activities at Carlton Croft

Monday

8pm Bingo

Thursday

8am Coffee Morning

Fish and Chips (monthly)

Friday

8pm Bingo Evening

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



■ Local Health Services

The local GP is located within a 5 minute walk away, but additional GP's, dentists and pharmacies can be found a short bus ride away. The local hospitals are Leeds General Infirmary and St James Hospital.

■ Local Information

Carlton Croft is located quite close to the City Centre, the buses can be caught locally and will take you into Leeds and Morley or Meanwood and Moor Allerton. (51 and 52)

There are a few local shops, but a large Morrison Supermarket and further shops can be found at the Merrion Centre. This is located in the city centre and a Post Office and Banks and a wealth of other shops and services can be found.

For those who are more able bodied the Merrion Centre is a 10 to 15 minute walk from the scheme.

Places of worship can be found in the local area and there Cities two Cathedrals are located in the city centre.

The nearest library is Leeds Central Library in the City Centre.

■ Contact us

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

Office number	0113 3783188
Pat Chamberlain	07891 278651
Paula Francis	07891 274615
Beverley Hook	07712 216403
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 Carlton Croft is:

Garforth Library and One Stop Centre, Lidgett Lane, Garforth, LS25 1EH.

Opening times are:

- Monday, Tuesday, Thursday and Friday: 9am to 4:30pm.
- Wednesday: 9am to 3pm.

Eltham Court



■ What does Eltham Court offer?

Eltham Court is a complex located in the Woodhouse area of Leeds. Its postcode is LS6 2TP. The scheme is set over 3 floors with lifts to all floors; there are 31 one bedroom flats. The scheme has a large communal lounge in the main entrance area and then a further lounge and dining room, communal kitchen and laundry room for all tenants to access. Secure door entry system is in place, a mobility vehicle park with charging points for mobility vehicles and a small car park for residents and guest only. There are social activities and groups for you to enjoy if you wish to do so.

■ Activities at Eltham Court

Monday

2 to 4pm Bingo

Wednesday

10am Coffee Morning

2pm Caring Together (every 2 weeks)

Thursday

Fish & Chips (alternates every 2nd Tuesday)



■ Local Health Services

There are two local GP surgeries within a 5 minute walk from the scheme, but additional GP's, Dentists and Pharmacies can be found a short bus ride away. The local hospitals are Leeds General Infirmary and St James Hospital.

■ Local Information

The scheme is located close to bus routes take you to either the City Centre (Merrion Centre and Leeds Markets) and Morley or Meanwood and Moor Allerton. (51 and 52)

A Post office, general store and hairdressers are a couple of minutes' walk away. A large supermarket, banks, post offices and a wealth of shops can be found a short bus ride away in the City Centre.

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