

## How old do I have to be to apply for Sheltered Housing?

Hounslow accepts applications from people who are 60 years of age and over.

## How much will it cost to live in Sheltered Housing?

You will pay a weekly rent which will vary according to the size of your property and the area in the borough. Rent is approximately £50.00 per week. You may be able to get help paying this if you are entitled to Housing Benefit.

From 1st April 2003 you will have to pay a separate charge for the support services you will receive as a sheltered housing tenant called the *Support Charge*. If you are entitled to

Housing Benefit, this charge will be paid for you. If you do not receive Housing Benefit, you may still be able to receive assistance in paying this charge through the Fairer Charging policy operated by Social Services.

## How do I apply for Sheltered Housing?

If you are a Council tenant and would like more information about this service, please contact your Estate Manager at your District Housing Office. If you live in the private sector in the London Borough of Hounslow, contact the Rehousing Unit at the Civic Centre, Lampton Road, Hounslow TW3 4DN.  
Tel: 020 8583 4402/3



## Translations

- Punjabi** ਮੈਲਟਰਡ ਹਾਊਸਿੰਗ ਸੇਵਾਵਾਂ ਪਰਚੇ ਦਾ ਪੰਜਾਬੀ ਵਿਚ ਤਰਜਮਾ ਲੈਣ ਲਈ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 020 8583 2297.
- Hindi** शैल्टर्ड हाउसिंग लीफलेट का हिन्दी में अनुवाद करवाने के लिए कृपया 020 8583 2520 पर फोन करें।
- Gujarati** શેલ્ટર્ડ હાઉસિંગ વિષે સમજાવતી ગુજરાતી પત્રિકા માટે કૃપયા ટેલિફોન કરો: 020 8583 2294
- Somali** Fadlan wac 020 8583 2290 haddii aad rabto warqadda guryaha dadka lagaga warhayo oo ku qoran afsoomali.
- Urdu** براؤ کریم ٹیلٹرزڈ ہاؤسنگ لیفلٹ کے اردو ترجمے کیلئے 020 8583 2295 پر فون کریں۔
- Albanian** Ju lutemi thirrni 020 8582 2295 per nese deshironi qe broshuren per Sheltered Housing te keni te per kthyer.
- Farsi** لطفا جهت دریافت نسخه ترجمه شده نشریه شلترد هاوسینگ، با شماره تلفن **02085832290** تماس حاصل نمایید.
- Arabic** يرجى الاتصال بهاتف رقم 020 8583 2290 للحصول على نسخة مترجمة من نشرة الإسكان المحمي.



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# Sheltered Housing

Independent living - with that extra bit of assistance if you need it

# Keep your independence

You want to keep your independence but your friends and family worry about you.

You want your own front door and to feel secure but need some companionship.

## Have you thought about Sheltered Housing?

Sheltered Housing is housing specially designed for Older People who wish to maintain their independence and can manage alone for most of the time, with the added security of an alarm system for emergencies and a Sheltered Scheme Manager. Hounslow Homes manage a mixture of flats and studios and has schemes from Chiswick in the East to Feltham in the West of the Borough.



Each property has its own front door so that everyone has the choice to have their own privacy or take part in the many social activities offered in the communal areas.

## What are the benefits?

- A sheltered scheme manager will visit you regularly to confirm that you are well and if necessary provide reassurance, advice and assistance on how to obtain services to help you live independently.
- All our Sheltered Scheme Managers are trained to understand the different cultural and religious needs of the communities in Hounslow.
- There is an alarm system in each property that is answered 24 hours a day and can be used in emergencies. In the absence of the Scheme Manager, Linkline (the Community Alarm Service) will answer your call and provide assistance if needed.
- There are attractive communal lounges where you can just relax or join in the many social activities if you want to.

# Feel secure

- Laundry facilities with automatic washing machines and tumble dryers.
- Central heating.
- Guest rooms are available in some schemes for short stays for your guests at a nominal charge.
- Door entry systems to provide security.
- Communal gardens.
- Lifts to all floors.
- Fire alarm system.
- Tenants are encouraged to take an active role in discussions about improving the service and future plans for the service by taking part in the Sheltered Housing Forum.

## What type of social activities are offered?

Each scheme offers a range of activities to suit the wishes of the tenants. A wide variety of activities such as arts and crafts, chair aerobics, morning 'fry ups', fish and chip suppers, video evenings, adult education classes, quiz nights and Bingo, a favourite of some older

people are provided. In addition activities are also organised to meet the different cultural and religious needs of the tenants in the scheme. During the year a number of celebrations are organised at Easter, Diwali, Eid, Christmas and New Year.

## Some comments from our sheltered tenants:

“ I was living in a block of flats; my flat was cold and there was no community spirit. I had become a worrier - now I have a nice warm flat; don't have to worry about repairs and I appreciate the pleasant company. ”

“ My house was getting a bit much for me, especially the garden. Now I have a lot more free time to socialise with other residents; before there was always gardening or some other jobs to do around the house. ”