

Retirement Housing General Information



What is retirement housing?

Our retirement houses are properties which have been purposely designed for older people - that is they will normally have full central heating, grab rails, special bathroom fittings, a community alarm system and the services of our Retirement Housing staff. They also have other facilities, such as the use of a community hall where a range of activities are held, including, for example, bingo, knitting bees, fish supper nights, etc.

Where are our retirement properties?

Listed here are the retirement properties we own and a short description of the facilities in each scheme:

Calton

Our Retirement Housing properties are all located within a short walking distance of our community hall at 35 Tureen Street and include Millroad Drive, Chalmers Street/Place/Court, Chalmers Gate and Monteith Court. We have a total of 89 properties, 16 of which have two bedrooms and the rest have 1 bedroom.

Bridgeton

Our Bridgeton Retirement Housing properties are all located within walking distance of our community hall at 71 Main Street and include Dale Path, Mackeith Street, Main Street and Landressy Place. We have a total of 103 flats - 91 have one bedroom, while we have 12 with two bedrooms.

Emergency Alarm System

Most of our Retirement Housing properties are fitted with a SMART Hub alarm system which is linked to Homecare's Response Team 24 hours a day. The system allows tenants to summon help in the case of a medical emergency.

Detailed information on how the system works is provided to all tenants when they move into their new home.

You may also need extra assistance in your home such as a bed monitor or a falls monitor. We are able to look at these items based on an assessment of what you need.

What are the qualifying conditions for retirement housing?

All rehousing applications received by us are assessed based on the same criteria, however, to be considered for Retirement Housing, you normally need to be 60 years of age or over or,

if you are part of a couple, one of you is 60 years of age or over. Depending on your circumstances, we can consider you if you are not 60 years of age but have a particular need we think could be addressed by living in one of our retirement homes.

We also carry out a Retirement Housing Assessment at your home to make sure that our housing and our service will meet your needs. If we don't think we can assist you within a reasonable timescale, we will advise you in writing suggesting alternative rehousing options which you may wish to pursue.

Who are we aiming to help?

We seek to let our homes to those in the greatest need. Our aim is to provide housing and a level of enhanced housing management which allows tenants to be as independent as they choose and provide the option of seeking help when needed.

How much does it cost?

The rent for our retirement homes is made up of two elements: a basic monthly rent and a monthly service charge. The service charge is set and reviewed each year and covers the cost of providing services including the Retirement Housing Service.

The average monthly rent and service charge for a one bedroom flat is approximately £370 (there are additional charges if there is a lift in the property).

If you have a low income, Housing Benefit may be available from Glasgow City Council to assist in meeting the rent and service charge.

There is also another charge for your alarm system which is currently around £16 per month. The charge for this must be paid directly to the Council who can also arrange to carry out a financial assessment for you to make sure you are receiving all the benefits to which you are entitled.

If you wish to complain about any decision taken regarding your application

In the first instance you should speak to the member of staff who has dealt with your application. If you are still unhappy, you should contact the Housing Support Manager who will review your application and contact you.

Further information on making a complaint is available in our leaflet “Making a Complaint”.

Some Points to Remember

- on average we have only around 15 retirement flats to let per annum
- if there is a change in your circumstances, you must inform us immediately
- think carefully about any offers of rehousing made to you as we are unable to say how long you may have to wait for another offer
- you will be asked to review your application with us each year

Further Information

If you would like any further information about our retirement housing, please contact:

Retirement Housing Assistants
423 London Road, Glasgow, G40 1AG
Tel: 0141 550 3581 or email:
admin@thenuehousing.co.uk

If you are a Thenue Housing tenant, we have a self service APP for your phone or tablet and a Web Portal on our website which means you can access many of our services from the comfort of your home or whilst you are out and about. Via our App or our Web Portal, you can:

- report a repair
- check your rent balance
- report a neighbour or estate complaint
- change your contact details

The App is available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it please do contact staff at our office.



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