

# Retirement Housing

an enhanced tenancy management service



## Retirement Housing - A Housing Service

Our Retirement Housing service aims to meet the needs of older tenants wishing to retain their independence in a safe and secure environment with the benefit of a personalised, enhanced tenancy management service.

This information leaflet sets out what our new service covers, how many staff are responsible for the service, where they are based and what their role is. We also detail the role of your Area Services Officer who is part of the Area Management team within the Community Housing Services Department of the Association.

## Where is our retirement housing?

Our retirement housing is located in two of our communities - we have flats in Bridgeton and in Calton. Most are located on the ground or first floor and most of them are 2apts - kitchen, living room, bedroom and bathroom. We have one block of 12 flats in Monteith Court which has a lift and a new development in Landressy Place, Bridgeton which has 27 flats and also has a lift. Most of our flats in Bridgeton are located within a close while most of our Calton flats are main door flats.

## What does our Retirement Housing Service cover?

Our service provides an enhanced tenancy management service providing a personalised service, to help older tenants manage better at home.

### Managing at home

We:

- offer advice on how tenants can best manage at home
- carry out periodic visits to ensure they are managing at home
- offer advice and assistance about who to contact for care or support needs
- assist in resolving neighbour disputes and, where necessary, arrange for mediation services

### Allocations

We:

- carry out pre inspections (where a tenant gives up their home)
- inspect empty properties to identify all repairs needed
- identify potential new tenants, carry out home visits, assessment of applications and complete all allocations work
- carry out sign ups for new tenants
- undertake settling in visits for new tenants
- regularly review the waiting lists for Retirement Housing and undertake publicity drives where agreed
- provide general information and advice on our Retirement Housing and Housing Options to tenants and members of the public

## Property

We:

- provide advice on repairs reporting and check on the progress of outstanding repairs
- provide advice and assistance on appropriate agencies for furniture, decoration etc
- make referrals to other agencies for a well being call
- offer advice and assistance on Thenue's Equipment and Adaptations Policy and monitor progress with referrals received

## Emergency Assistance & Alarm Equipment

We:

- carry out maintenance and repair of the emergency SMART Hub alarm system
- offer a 24 hour response service from Homecare's Alarm Receiving Centre

## Welfare Benefits & Financial Inclusion

We:

- offer advice and support on rent and benefit issues
- assist with accessing support for completing forms and dealing with correspondence

## Tenant Participation

We:

- encourage tenants to arrange and participate in social activities
- assist tenants to set up local groups and assist tenants to apply for funding for social and well being activities
- working alongside colleagues, develop volunteering initiatives to help support local tenants
- provide advice to tenants on managing the use of the community hall in Bridgeton & Calton.

## Staff Team

We have three Retirement Housing Assistants, based between our office at 423 London Road and our two common rooms in Bridgeton and Calton.

They are part of the Housing Support Team and are line managed by our Housing Support Manager.

Also based at our London Road office is our Area Services team where your Area Services Officer deals with serious anti social incidents, the allocation of general needs housing and other tenancy matters.

## How do I apply for Retirement Housing?

Retirement Housing is generally for people 60 years and over but younger applicants can be considered if our Retirement Housing assessment demonstrates a need for the property and/or our Retirement Housing Service. Application forms can be completed on line on our website at [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk) under the 'Homeseekers' section. If you need help with completing the form, please contact us and one of our team will assist you with this.

## How much does it cost?

The charge to live in our Retirement Housing varies but there is a monthly rent charge and a monthly service charge which includes the cost of the service. The average monthly charge for both the rent and the service charge is £370 (properties with a lift have additional charges).

Depending on your income, you may be entitled to help with your rent and service charge and staff will be happy to assist with that.

The Council also make a charge for the emergency alarm response service. This charge is payable directly to the Council and the charge is currently approximately £16 a month. Again, depending on your income, you may be eligible for help with this charge.

## Where can I get more information on this?

If you would like further details, please contact our staff as noted below:

Retirement Housing Assistants  
Housing Support Team  
423 London Road, Glasgow, G40 1AG  
Tel: 0141 550 3581

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 Web Portal, you can:

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

Its's available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it, contact staff at our office.



thenue housing  
423 London Road, Glasgow, G40 1AG  
Tel: 0141 550 3581  
admin@thenuehousing.co.uk  
[www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

We are committed to ensuring access to information for everyone. If you need this information translated in another language, Braille, audio or large print version, please tell us.

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