

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

Chalmers Place, Chalmers Street, Chalmers Court and Millroad Drive

(69 properties)

58 one bedroom ground and first floor flats and 11 two bedroomed flats/bungalows which are fitted with an alarm system and are provided with the services of Retirement Housing staff. The staff are based at our office at 423 London Rd.

Bridgeton

Main Street, Mackeith Street and Dale Path

61 ground and first floor one bedroom flats which are fitted with an alarm system and are provided with the services of Retirement Housing staff who are also based at 423 London Rd.

The alarm system is linked by a two-way speech system to Cordia at its operating centre in Tradeston Street allowing emergency cover 24 hours a day, 365 days a year. Detailed information on how the system works is provided to all tenants when they move into one of our houses.

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 flats. 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 flats to those in the greatest need. Our aim is to provide housing and a level of enhanced housing management which allows you to be as independent as you choose and provide the option of seeking help when you need it.

How much does it cost?

The rent for retirement flats 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.

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 £12 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:

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Charity registered in Scotland (No SC032782)
Property Factor Registered No PF000268

