

# Interested In Sheltered Housing?

**An information pack for applicants wishing  
to apply for sheltered housing.**

We can provide this document in a layout or format  
which is suitable for you.

It can be provided in Braille, larger print, on tape or  
disk, or in an alternative language.

Please call us on 0141 812 2237 to ask for this.



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# **Bridgewater Housing Association**

Bridgewater Housing Association is based in Erskine where we own and manage approximately 700 properties. We began operating in Erskine in April 1998. We are a recognised Scottish Charity.

All of our housing stock lies within the village itself, with three distinct residential developments in Bargarran, North Barr and Park Mains.

A Management Committee comprising mostly of tenants decide on the policies which will be operated, and they run the Association. Staff are employed to deliver the housing service and only they will have access to details you provide. Please note that members of the Management Committee are not involved in allocating houses or deciding who gets a house.

## **What is Sheltered Housing?**

Sheltered Housing is accommodation with some special features which is designed mainly for older people. Tenants have the same rights as people who live in non sheltered housing except there is no Right to Buy. All tenants have a Scottish Secure Tenancy.

The sheltered housing service is designed to allow residents to live in the community through the provision of:

- Self contained flats with their own bathrooms and fitted kitchens.
- On site support for part of the day from the scheme manager/warden.
- 24 hour emergency alarm call system with a mixture of on-site and off site response.
- Communal facilities with a variety of social activities.
- Enhanced security/safety.

The warden will generally carry out the following functions:

- Help new residents to settle in and explain how everything works.
- Make regular contact with each resident.
- Deal with emergencies either themselves or by contacting family/friends, GP, or emergency services.
- Encourage social activities.
- Report and monitor repairs and maintenance work.

- Assess needs and, in consultation with residents and carers, liaise with families, statutory/voluntary/private agencies to ensure those needs are met.
- Give advice on – **but do not directly provide** – services such as shopping, cleaning, cooking, personal and nursing care.

Sheltered housing may appeal to you if you want to live independently but like the idea of having someone to call on if there is an emergency.

This service does not replace any current or future need for “care” services such as home-help, meals on wheels, bathing assistance, or help given by the district nurse, etc.

### **What does it cost?**

There is a cost for sheltered housing which is in addition to the monthly rent charge.

This is to pay for the scheme manager/warden, the alarm system, cleaning of the communal facilities, heating/lighting of the common lounge and so on. This cost may be covered in whole or part by a new government grant called “Supporting People”. Generally if you currently get any amount of Housing Benefit your sheltered housing costs will be paid by Supporting People Grant. To find out more about whether you will get this financial assistance please contact either:-

- A Bridgewater Housing Officer on 0141 812 2237
- Senior Line 0808 800 6565 (a free advice line)

Renfrewshire Council’s Supporting People Team on 0141 842 3990

## **Who can apply?**

The main qualifying condition which is normally applied is that residents must be 60 years of age or over. In the case of a couple, one partner must be aged over 60.

Exceptions to this rule may be made where someone under 60 years of age would benefit significantly from the sheltered support service – normally due to some physical or mental disability.

There is no upper age limit.

The service is open to people living alone or couples.

## **What are the benefits of sheltered housing?**

- Good quality housing.
- A home for life wherever possible.
- Your own front door.
- Independence and privacy.
- Peace of mind, with help on hand via a warden or call centre in an emergency.
- Security.
- Company when you want it.
- Social activities.
- Remaining part of the community.

## **Questions to ask before making a decision**

You will want to know about the standard of housing; the level of warden assistance; and the provision of communal and other facilities. It may be helpful to consider the following:

### **Costs**

- How much does it cost?
- How is it worked out?
- What is included in this charge?
- What are the anticipated increases?

Charges vary from development to development and can be provided by the Association on request. The charge includes the costs involved in employing staff; supplying an emergency alarm system; furnishing, cleaning, heating and lighting of the common room and certain communal areas; the cost of employing an off site emergency call centre; and other costs such as telephones, insurance and so on. The annual costs of all these items are added and then divided by the number of households receiving a service. The charge is based on what it actually costs us to provide the service. Any increases in the cost of these individual items will result in an increase in the charge. Increases will, however, only happen once every 12 months.

- Who is responsible for repairs, maintenance and improvements?

These costs are covered by the rent and sheltered charges you pay (either directly or through Housing Benefit and Supporting People Grant) to the Association.

## Security and Safety

- What does the warden do?
- Is there 24 hour cover?
- How do I alert the warden in an emergency?
- What will happen if I become frail and need more care than an alarm service and warden can provide?
- What security devices are fitted at the complex?

If you wish the warden will check on your wellbeing every day by contacting you at home through the warden call system.

If you are unwell he/she can visit you and arrange a GP visit or other assistance if required. The warden or the off site alarm centre will also respond to any emergency situations which arise by contacting the appropriate services (see fuller description in section “What is Sheltered Housing?”).

The warden service is available 7 days per week generally during office hours. When the warden is not on duty your alarm call system is connected to an off site alarm centre where an operator will deal with your call and contact Renfrewshire Council Responders/Emergency Services/Family etc if required.

You can contact the warden or the off site alarm centre in an emergency by activating the emergency alarm system in any one of a number of ways e.g.

- pull cord
- pressing the button on a pendant round your neck } if you have one within your home
- pressing the button on a wristband } have one within your home
- pressing the button on a speech unit } one within your home

If your health should deteriorate in the future, we will help you to access other housing support and care services. These might include nursing support, meals



on wheels, home helps, other carers and so on. However if that is not possible, staff from the Association will work closely with you, your family and other appropriate agencies to look at other options for you.

Security devices vary within each complex although all have controlled entry. For further details please contact the office.

## **Facilities and Services**

- Can I have a pet?
  - Pets can be kept providing you comply with the Association's Pet Policy.
  
- What type of heating is there?
  - Every property will have either electric or gas full house heating.
  
- Does the property suit my mobility needs?
  - Part of the assessment process which is carried out before you are offered a sheltered house looks at your mobility requirements and you will then only be matched to houses which are suitable.
  
- What laundry facilities are available?
  - There are currently no communal laundry facilities available in any of our sheltered complexes.
  
- Is there a residents association?
  - Some of our sheltered complexes have active groups involved in the management of the scheme and/or its social activities. Details can be given on request.

- Are the local amenities such as shops, transport, libraries, post office, doctors, churches and pubs nearby?
  - Details of the amenities relating to each complex can be supplied by the office on request.

You may find it helpful to know what current residents think of the development and the service provision – or you might wish to meet the warden. Informal chats with either or both can be arranged.

## **Where is our sheltered housing?**

The Association has sheltered housing developments in the following areas of Erskine:

Blantyre Court, Bargarran

24 X 1 bedroom flats

16 X 2 bedroom flats

These flats are located on the basement, ground, first and second floors.

Cullen in North Barr

24 X 1 bedroom flats

These flats are located on the ground and first floors.

Mains Drive, Mains Hill in Park Mains

22 X 1 bedroom flats

These flats are located on the ground and first floors.

There are also 4 purpose built sheltered bungalows in each of the developments at North Barr and Park Mains – a total of 8 – which will normally be allocated to residents who require wheelchair accommodation.

## How to apply

To apply for sheltered housing you must complete a Renfrewshire Housing Application Form. These are available from:

Bridgewater Housing  
Association  
1<sup>st</sup> Floor  
Bridgewater Shopping  
Centre  
Erskine  
PA8 7AA  
0141 812 2237

Ferguslie Park Housing  
Association  
The Tannahill Centre  
76 Blackstoun Road  
Ferguslie Park  
PA3 1NT  
0141 887 4053

\*If you are applying to  
Bridgewater Housing  
Association you will be  
asked to complete another  
form.

Linstone Housing  
Association  
32 Burnbrae Avenue  
Linwood  
PA3 3DD  
01505 382383

Paisley South Housing  
Association  
64 Espedair Street  
Paisley  
PA2 6RW  
0141 889 7105

Williamsburgh Housing  
Association  
Ralston House  
Cyril Street  
Paisley  
PA1 1RW  
0141 889 9134

Renfrewshire Council –  
Paisley Office  
North Building  
Cotton Street  
Paisley  
PA1 1BU  
0141 840 3061

Renfrewshire Council –  
Ferguslie Park  
Area Centre  
Falcon Crescent  
Ferguslie Park  
PA3 1NS  
0141 840 2100

Renfrewshire Council –  
Glenburn  
16 Skye Crescent  
Glenburn  
PA2 2EL  
0141 884 7886

Renfrewshire Council –  
Foxbar  
51 Ivanhoe Road  
Foxbar  
PA2 0JZ  
01505 810078  
Renfrewshire Council –  
Johnstone & Villages  
Floorsburn House  
Floor Street  
Johnstone  
PA5 8QS  
01505 342250

Renfrewshire Council –  
Gallowhill  
202 Netherhill Road  
Gallowhill  
PA3 8RN  
0141 848 7676  
Renfrewshire Council –  
Johnstone Castle  
Pine Crescent  
Johnstone  
PA5 0BX  
01505 327029

Renfrewshire Council –  
Renfrew  
14 Renfield Street  
Renfrew  
PA4 8RN  
0141 886 3344

You should then select as appropriate the property type of either

“sheltered bungalow”

“sheltered flat”

“sheltered disabled person bungalow”

“wheelchair sheltered flat”

from within the areas listed for each landlord.

If you need assistance please contact Bridgewater Housing Association on 0141 812 2237.

## **Our Allocations/Sheltered Housing Policy**

The Association operates an allocation policy which recognises an applicant's "need" to be rehoused and awards priority and points accordingly. The circumstances which are taken into account include:

- homelessness/potential homelessness
- medical condition which makes current housing unsuitable
- relationship breakdown
- current house is lacking facilities such as w.c., bath, water supply, etc
- current house in extremely poor state of repair
- Overcrowding
- Under occupation
- sharing facilities such as bathroom or kitchen with another household
- fleeing violence or harassment
- giving or receiving family support

Properties are awarded to the person with the highest priority and number of points.

You are generally able to queue for any number of property types and areas.

Where you wish to apply for housing on medical grounds you will require to complete an "Application for Medical Priority" form. This allows us to assess any mobility or support issues you have whilst giving information about how your medical condition affects you living in your current home.

It is also likely that as and when your name comes to the top of our sheltered housing waiting list one of our staff will visit you to carry out a Care Needs Assessment. The purpose of this is:

- to ensure that our sheltered housing provision is suitable for your circumstances.
- to identify any care or support needs you would have if you moved into a sheltered flat.
- to share that information with all appropriate agencies e.g. health, social work, housing etc in order that appropriate services can be provided.

We hope you have found the information contained within this pack helpful.

Should you require any further assistance please do not hesitate to contact us [on 0141 812 2237](tel:01418122237) or [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk)

We operate our sheltered housing service in accordance with current equal opportunities principles.

We have a formal complaints procedure which can be used if you are dissatisfied with any aspect of our service. The final stage of this process is via:

The Scottish Public Services Ombudsman  
4 Melville Street  
Edinburgh  
EH3 7NS  
0870 011 5378  
[www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)  
[enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)

Alternatively complaints specifically in relation to our sheltered service can be made to our regulatory body:

The Care Commission  
Central West Region  
1 Smithhills Street  
Paisley  
PA1 1EB  
0141 843 4230  
[www.carecommission.com](http://www.carecommission.com)  
[complaints.cw@carecommision.com](mailto:complaints.cw@carecommision.com)

Because our housing support service is funded by Renfrewshire Council through Supporting People Grant you also have the right to complain directly to them:-

Director of Social Work  
Renfrewshire Council  
Social Work Headquarters  
4<sup>th</sup> Floor  
North Building  
Cotton Street  
Paisley  
PA1 1TZ

Telephone number 0141 842 5164

You can make a complaint to The Care Commission or Renfrewshire Council without having first complained to Bridgewater Housing Association.