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# Sheltered Housing in East Lothian

Moving somewhere more suited to your needs

**Thinking about a move to somewhere more suited to your needs? Then read on.**

We hope you find the information in this welcome pack useful. The brochure tells you about sheltered housing and about the type of service we provide for you as a sheltered housing tenant. We carry out regular surveys to make sure our service continues to meet the needs of our tenants. Your views on the service are taken into consideration and your comments on the any aspect of the service are welcome.

This brochure has been produced to:

- Help tenants who are just completing their move into sheltered housing
- Provide information to anyone who is considering whether or not to apply for sheltered housing either for themselves, or for someone they represent
- Tell you more about what East Lothian Council's sheltered housing service has to offer.

Your new home is part of a sheltered housing complex provided by East Lothian Council.

The Sheltered Housing Officer for this complex is:

## What is sheltered housing?

Sheltered housing has been specifically designed to help older people (normally aged 60 or over) live independently. This type of accommodation is an essential aspect of our housing services. It allows tenants the opportunity to continue to enjoy their own tenancy in a supported environment.

Our sheltered housing properties are unfurnished and mostly consist of one-bedroom flats and bungalows (some two-bedroom and double storey properties are also available). Each individual property forms part of a sheltered housing complex. All properties have their own kitchen, bathroom or shower room and all have central heating. Some of the complexes have their heating supplied by an external source. A set rate is charged against their rent for this type of heating. In all complexes the tenant can control the temperature in their own home.

Sheltered housing tenants are encouraged to take an active part in the events within the complex or local community. As tenants, they benefit from having access to the communal facilities in each of our sheltered complexes.

A Sheltered Housing Officer is based in each complex and will ensure residents have access to any additional support services they need to help them meet their responsibilities as a tenant. The housing support service available for sheltered housing tenants covers a range of housing and related services including activities to help tenants:

- Maintain their home
  - Keep safe and secure
  - Arrange minor repairs
  - Become involved in the sheltered community
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## Where are the Sheltered Housing Complexes located?

The council manages four complexes in East Lothian.

They are located at:

- Brunton Court, Musselburgh
- Mansfield Court, Musselburgh
- Osborne/Winton Court, Cockenzie
- Well Wynd, Tranent.

All of the complexes are purpose built and provide a more sociable environment to meet our older tenants' housing needs.



Brunton Court

## Providing warm and friendly surroundings for older people.

### What facilities are provided?

Facilities vary between locations but we aim to make sure that all of our sheltered housing complexes offer the same services. This allows tenants to become part of the community.

### Accommodation and services available

This first table shows the type of accommodation, the number of units and the size and style of property available in each complex:

	Brunton Court	Mansfield Court	Osborne/ Winton Court	Well Wynd
1 bedroom double story property	-	-	2	-
1 bedroom apartments	36	49	-	20
1 bedroom bungalows	N/A	7	2	9
2 bedroom apartments	2	N/A	N/A	N/A
2 bedroom bungalows	N/A	N/A	5	N/A

The following table shows the services and facilities available at each complex:

	Brunton Court	Mansfield Court	Osborne/ Winton Court	Well Wynd
Daytime warden (SHO)	✓	✓	✓	✓
Car parking	✓	✓	✓	✓
CCTV protection	✓	✓	-	✓
Central heating - electric	-	-	✓	-
Central heating - gas	✓	✓	✓	✓
Central heating - external	✓	-	-	✓
Communal garden	✓	✓	✓	✓
Communal kitchen	✓	✓	✓	✓
Communal lounge	✓	✓	✓	✓
Controlled door entry	✓	✓	-	✓
Guest room/s	✓	✓	-	✓
Hairdressing facilities	✓	-	-	-
Hobbies room	✓	-	-	-
Laundry	✓	✓	✓	✓
Lift	✓	✓	-	✓
Lunch club	✓	✓	-	-
Mobility vehicle store	✓	✓	-	✓
24-hour community alarm	✓	✓	✓	✓

## **Communal areas and facilities**

The communal lounge areas allow tenants to meet, socialise and relax in the company of others. There are a number of organised activities held in the communal lounge areas and all tenants are welcome to attend. These events are normally planned well in advance with the Sheltered Housing Officer, tenant committee and tenants. Each sheltered complex also has a communal kitchen to help out with making and serving refreshments. All of the complexes have communal laundry facilities for tenants and their carers to use.

## **Mobility vehicles**

Some of our complexes have storage areas for tenants' mobility vehicles (electric scooters). Each dedicated area provides the tenants with a facility to safely store their mobility vehicle, and to charge the vehicle's batteries. Tenants will need our prior permission to use and store mobility vehicles in their sheltered housing schemes.

If you are thinking about moving into a sheltered house and either have, or plan to buy, a Mobility Vehicle, speak to the sheltered housing officer in the first instance to find out about the space available. You must have suitable insurance cover for your vehicle and provide a copy of your cover to the Sheltered Housing Officer.

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## Guest rooms

Some of the sheltered complexes have guest rooms where you can have friends or relatives to stay for short breaks. There is a small charge for using this facility and tenants should contact the Sheltered Housing Officer for information on booking arrangements and charges.



Mansfield Court

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## What housing support services are available?

Once your move into sheltered housing is complete we will discuss with you the type of support available and agree with you how we can provide this to meet your needs.

Some examples of support services available and offered to you through the Sheltered Housing Officer include:

- Providing general assistance and advice where required
- Checking you are well by contacting you each day, if you wish
- Providing advice on any general housing issues you may have
- Helping you to understand your rent and **housing benefits**
- Help to report repairs to your home
- Arranging for any further help you might need to manage your home
- Help to maintain an active lifestyle
- Increase your social contacts enabling you to become part of your local community, if you wish
- Arranging or assisting with social events for tenants
- Help to report and address any neighbour issues that you may have
- Advising you about other council services
- Help to identify any adaptations you might need to help you in your home
- A Community Alarm Service is also available to sheltered housing tenants - during office hours the service is provided by the Sheltered Housing Officer and by our 24 hour contact centre at all other times.

The Sheltered Housing Officer will ensure the sheltered housing service you receive recognises your rights as a tenant to be treated with respect and to have your own privacy and dignity in your own home.

## Dedicated staff providing care and support

### Who delivers the sheltered housing service?

Sheltered housing is part of our housing service and is regulated by the Care Commission.

A Sheltered Housing Officer manages each sheltered housing scheme. As well as providing the housing support services noted above, the Sheltered Housing Officer makes sure that all the facilities in the scheme are all safe and working properly.

Where the Sheltered Housing Officer is on holiday or unable to work, arrangements will be put in place to cover their duties.

Domestic staff provide a cleaning service in the communal areas, and, at some schemes they offer a lunch club service. There will be a charge for meals – ask your sheltered housing officer for more details.

### **Sheltered Housing Officers and domestic staff are not able to:**

- Collect shopping, pensions or prescriptions
- Cook meals or do laundry
- Provide personal care or a night sitting service
- Deal with money – for example pay bills for you.

However if you need any of these services you should speak to your Sheltered Housing Officer about this. They will provide you with information or arrange to refer you to an agency who can help.

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## How much does the sheltered housing service cost?

The costs of the sheltered housing services can vary depending on your needs. Most tenants are able to claim Housing Benefit, and depending on how much you are entitled to, this would apply to the part of your rent that covers staying in the property and the maintenance of the building.

Please note the cost to provide the Housing Support Services can vary. We regularly review the services make sure it provides our customers with value for money. As a sheltered housing tenant you will given plenty of advanced notice if the cost of housing support you receive is to change.



Osborne Court

## How do you become a sheltered housing tenant?

Anyone can apply for sheltered housing, but normally only people over the age of 60 will be offered a sheltered housing tenancy. Our Allocations Policy is based on housing need, that is those in the greatest need will be housed first.

If you are interested in sheltered housing, would like more information or want to apply for sheltered housing, contact your Local Housing Office or sheltered housing complex for an application form.

### Local Community Housing Offices

- **Musselburgh Area Office**  
Brunton Hall, Musselburgh  
01620 827827  
housingmusselburgh  
@eastlothian.gov.uk
  - **Haddington Area Office**  
John Muir House,  
Haddington  
01620 827827  
housinghaddington  
@eastlothian.gov.uk
  - **Prestonpans Area Office**  
Aldhammer House,  
Prestonpans  
01620 827827  
housingprestonpans  
@eastlothian.gov.uk
  - **North Berwick Area Office**  
2 Quality Street,  
North Berwick  
01620 827827  
housingnorthberwick  
@eastlothian.gov.uk
  - **Tranent Area Office**  
8 Civic Square  
Tranent  
01620 827827  
housingtranent  
@eastlothian.gov.uk
  - **Dunbar Area Office**  
High Street, Dunbar  
01620 827827  
housingdunbar@  
eastlothian.gov.uk
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## Sheltered Housing Complexes can be found at:

### Brunton Court Sheltered Housing

North High Street  
Musselburgh EH21 6JD  
Tel: 0131 653 2534

### Mansfield Court Sheltered Housing

Inveresk Road  
Musselburgh EH21 7AU  
Tel: 0131 665 8162

### Osborne Court Sheltered Housing

Cockenzie  
EH32 0JS  
Tel: 01875 814080

### Well Wynd Sheltered Housing

Loch Square  
Tranent  
EH33 2JY  
Tel: 01875 615756



Well Wynd

## Sheltered Housing Rights and Responsibilities

### What are my rights?

- You or your representative have the right to be fully involved in deciding what services you should receive.
- You have the right to a written agreement of the specific services that you will receive. This is called a Housing Support Plan.
- We encourage you to make any comments, complaints or suggestions. We will act on them appropriately, and let you know of the action we have taken.

### What are my responsibilities?

- You are responsible for your rent.
  - If you do not qualify for a grant or benefit, you must make sure you pay for any rent and housing support services on time.
  - You must treat our staff with respect.
  - You must inform us of any changes to your circumstances, this information is necessary in the event of an emergency.
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## **Reviewing your needs**

We want to make sure our services are meeting your needs. We will review this with you two months after they start, and then at least once a year. We will check our services are meeting your needs two months after they start, and then at least once a year. If we feel that you require more intensive support, we will talk to you about this and help to arrange it for you.

## **Moving on**

If you feel that you no longer need the level of support provided by sheltered housing or if we feel that the service provided no longer meets your needs, we may advise you to consider a move into more appropriate accommodation.

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## **Who regulates the housing support service?**

As a provider of housing support, we are registered with the Care Commission.

The Care Commission inspects our sheltered housing services every year to make sure that we are complying with the national standards. You can ask to see inspection reports for any of our sheltered housing schemes, or view them online at [www.carecommission.com](http://www.carecommission.com).

You can contact the Care Commission at:

The Care Commission, South East Regional Office  
Stuart House, Eskmills, Musselburgh, EH21 7PB

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## How can I make a comment or complaint?

We want to make sure you receive a high quality service and welcome your comments on the service you receive. Your feedback will help us shape our services. If there is anything you don't agree with, you can:

- Speak informally to the Sheltered Housing Officer
- Get a feedback form from the Sheltered Housing Officer, your local Council office or library, or by telephoning 01620 827827 to make a complaint using the Council's feedback procedures. This form includes a freepost envelope to return your comments. A feedback form is included within your introductory pack.
- Complain online at [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)

You can also complain to the Care Commission about our Housing Support service.

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## Other sheltered housing providers in East Lothian

Provider	Type of accommodation
<b>Abbeyfield Dunbar</b> Station Road, Dunbar Telephone: 01368 863356	Very sheltered housing
<b>Abbeyfield East Linton</b> School Road, East Linton Telephone: 01620 860675	Very sheltered housing
<b>Abbeyfield Haddington</b> Paterson Place, Haddington Telephone: 01620 826253	Very sheltered housing
<b>Bield Housing Association Ltd</b> Registered Office 79 Hopetoun Street Edinburgh, EH7 4QF Telephone: 0131 273 4000	Both sheltered and very sheltered housing also provide amenity housing
<b>Castle Rock Edinvar</b> 1 Hay Avenue Edinburgh, EH16 4RW Telephone: 0131 657 0600	Sheltered housing also provide amenity housing
<b>East Lothian Housing Association</b> 24 Hardgate Haddington, EH41 3JR Telephone: 01620 825032	Sheltered housing also provide amenity housing

There are also a number of private developments and retirement homes available throughout the district. For information on this type of housing you should contact any of the local estate agents.

## **Alternative option: Amenity housing**

We realise that sheltered housing will not appeal to or suit everyone. However for people who like the idea of having 24-hour alarm service, in a purpose-designed property, but would prefer to remain outwith the sheltered housing environment. Amenity housing can provide an alternative option.

Amenity housing normally consists of two-apartment houses linked to the Community Alarm System. This type of housing is generally offered to older people or disabled people under pensionable age. There is no resident warden or Sheltered Housing Officer available for this type of accommodation and it is not part of a sheltered housing complex. You should note amenity housing does not have any of the communal facilities found in the sheltered housing complexes.

Further information on amenity housing or any aspect of the Sheltered Housing Service can be obtained from any of the local area Community Housing Offices.

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**Adaptations**

Additions or alterations to homes are to help people with disabilities in their home. For example, installing a ramp to the front door or a level-access shower.

**Amenity housing**

Type of housing designed to meet the needs of older people or disabled people under pensionable age, individual property with community alarm system fitted.

**Care Commission**

The organisation that registers and inspects those that provide housing support services to others.

**Community Alarm System**

The type of alarm system used in sheltered and amenity housing and is also available to other vulnerable people. The alarm is linked to a 24hour Contact Centre and can be triggered using a pull cord or neck pendant worn by the tenant.

**DWP – Department of Works and Pensions**

Replaced the Department of Social Security and is responsible for payments of pensions and other states related benefits to assist people on low incomes.

**Housing Benefit**

A DWP allowance paid to people on low incomes to help them pay for their housing rent and other housing related costs.

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## **Housing support**

A term used to describe support services provided to sheltered housing tenants.

## **Housing Support Plan**

An agreed detailed account of the housing support service that a tenant will receive.

## **Mobility vehicle**

Battery-powered electric scooters and / or buggies used to assist people who have difficulty in walking or struggle with their mobility.

## **Representative**

This can be any person who helps or acts on their behalf of another, when contacting others. For example a family member or friend who is authorised to contact the council on your behalf.

## **Service charges**

Payments due for services provided or facilities used, in many cases this charge is in addition to the rent for the property. For example, laundry or mobility vehicle store charges.

## **Customer**

Any person that makes use of a service or facility provided by a service provider – whether or not a payment for that service is charged.

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### **Sheltered Housing Officer**

The person within the sheltered housing unit who provides a housing service to sheltered housing tenants during office hours. The Sheltered Housing Officer has closer links to housing and is part of the Community Housing service.

### **Tenant**

Any person who has a signed tenancy agreement that allows them to rent their home on a secured or short secured basis.

### **Very sheltered housing**

A type of sheltered housing, which has more intensive personal care and support available to meet the needs of vulnerable tenants. A more specialised housing provider normally provides this type of sheltered housing.

Sheltered Housing - socialising, relaxing  
and enjoying the company of friends

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# Making a difference **together**

For your safety and security

As part of our safety and security measures, all staff employed by the council will carry official identification. If you are unsure of anyone who comes to your door please ask to see their identification before allowing them into your home.

[www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)

[www.scotland.gov.uk](http://www.scotland.gov.uk)



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone the Public Information Officer on 01620 827199