

Independent Living Services



**'Creating sustainable communities,
where people want to live'**

Our Independent Living Schemes



St Vincent Flats, Upper Church Road, St Leonards-on-Sea, East Sussex, TN37 7QJ

A set of 12 studio flats across two levels set in the beautiful surroundings of East Sussex and a stones throw from the seaside.

These homes are for those over the age of 60 who are able to live independently, with easy access to communal facilities with local amenities close by.

There is no staff member on site but alarm and monitoring systems are in place for these properties.



St Andrews House, 134A Burnt Ash Lane, Bromley, Kent, BR1 5SL

This scheme has 26 flats comprising of studios and one bed flats.

Most of the homes here have a walk-in shower and there is access to a communal lounge and laundry facilities.

There are plenty of local amenities with fantastic bus routes into London and Kent.



Lloyd House, 131 Burnt Ash Lane, Bromley, Kent, BR1 5AB

35 flats are housed in this scheme comprising of studios and one bedroom flats.

The gardens are well presented, alongside large communal areas for those wishing to seek companionship or to join with the coffee mornings.

Fantastic transport routes within yards of this block and there is a part time staff member on site.



Your Officer

Jennifer Lyston, Independent Living Officer

This role includes:

Housing management, such as changes to tenancies and management of nuisance or breaches of tenancy (not rent arrears)

Carrying out viewing and tenancy sign ups with prospective new tenants

Carrying out inspections, including ensuring communal repairs are carried out and providing assurances of health and safety matters

Ensuring tenants are contacted regularly to check on their wellbeing

If you are ill they will contact your doctor (and your family if they have your permission to do so) and will help to make the best arrangements for you

Helping you stay in contact with your relatives and with Social Services, health services and other organisations that can support you

Treating you with respect, dignity and fairness to ensure you live independently

Tenancy Information

Keeping Residents Safe

When you move in we'll give you at least two keys to your new home. If you change the lock to your front door and it is damaged you will have to pay for the repair.

Our schemes have master locks in place. We will only use the master key to access a flat in an emergency.

Some examples of when we may use the master key include:

- If you have used your alarm to ask for help but you cannot get to the door to let the Emergency Response Officer in
- If you have used your alarm but Centra cannot get a reply
- If you don't respond to any statutory services who have visited your home or we have concerns your life is at risk
- If you are away and we need to get into your flat to carry out an emergency repair for example if there was a flood

If you are concerned about your security, please speak to your scheme manager.

Do not feel that you need to leave your door open at any time

Both of our Bromley independent living schemes have a secure door entry system. Your Independent Living Officer will show you how the system works and how to report any faults. You should use the system correctly to make sure the scheme is safe and secure

Visitors

We are happy for people to visit you at any time but you are responsible for making sure that your guests do not cause a nuisance to your neighbours. If your visitors behave in an unacceptable way, you could be in breach of your tenancy agreement.

Dogs and cats are not allowed within the homes

Your scheme has facilities that are available for all residents to use. Both of our Bromley schemes have a communal lounge. The lounge is for all residents to use for activities such as coffee mornings or bingo, as well as a place for you to meet other residents.

There is a laundry room at all of our schemes which have washing machines and tumble dryers. These are for residents' use only and are covered by the service charge. You will need to provide your own washing powder and fabric conditioner. You are not permitted to do any washing in the laundry room for family members as the cost of this service is paid for by tenants as part of their rent and any increased electricity costs would impact on the service charge we have to charge residents.



Health & Safety

We want you to stay safe in your home and within the internal and external areas of the schemes

Communal safety

To keep everyone safe, please do not leave wheelchairs, walking frames and walking sticks or bags of rubbish outside your front door.

Please do not leave anything in the communal lounge or games room, or allow family members to leave equipment or other items from your flat, such as old electrical appliances etc.

Mobility scooters pose a fire hazard. Please do not keep these in your flat or in any part of the building. After all, you would not store a motor bike in this way. There is a mobility scooter parking bay at Lloyd House, please avail yourself of this service if required.

Precautions

Every flat has a smoke detector which is usually in the hallway or living area of your flat. The smoke detectors are connected to a 24 hours central control. If the detector is set off, the alarm will sound in your flat and it will automatically call the 24 hour control centre. They will then check with you whether there is a fire in your flat or whether it is a false alarm. If there is a fire, the emergency services will be called.

WE HAVE A STAY PUT POLICY IN PLACE FOR OUR INDEPENDENT LIVING SCHEMES.

However, if there is a fire in your flat, you should leave immediately. Do not wait for us to contact you back. If there is any doubt the Fire Services will come to your home. Please note the fire service will still attend even if this is a false alarm.

Please let your independent living officer know when you are going away so that if there is a fire alarm or the building has to be evacuated they will know not to look for you.

It is very important that we have contact details of your next of kin, which we will use in an emergency or if you need us to contact them. You should tell your independent living officer if any of your details change. This will make sure our records are up to date. Your independent living officer may keep other records about your tenancy as necessary.



There are a number of services we offer to ensure you're able to enjoy the comfort of your home and are supported

Our Asset Management Team can help you with repairs to your home and communal areas

Our Tenancy Services Officer can help you with enquiries about your tenancy or anti-social behaviour

Our Housing Income Officer can help you with benefits advice and any problems you have paying your rent

Rents

Our charges are due on the 1st of each month and the amount you pay for your flat is made up of a number of different charges:

- Rent – this covers the cost of your flat
- Services Charges – this covers the cost of the shared services in your scheme (for example, lift, door-entry systems, shared lighting, heating, TV aerial and the lounge and laundry, refuse removal)

Support – the cost of the independent living officer and the alarm system

The following services are not included in the monthly amount you pay, and you will be charged separately for them:

- Electricity usage in your home
- Phone charges
- Council tax
- TV licence (if you need one)

You'll also be provided access to MyTenancy to be able to view, pay and monitor your rent account online

Repairs

Both you and Radcliffe have a responsibility to maintain your home and to carry out repairs

Give us as much information as you can about the problem when you report a repair

If it has been caused by an accident or through deliberate damage you should tell us as the cost may be chargeable to you

Give us access and arrange appointments at convenient times during the working week. Make sure that you or a responsible person are present at the agreed time and tell us without delay if for any reason you cannot keep the appointment

Our contractors will as far as possible, try and fit in with your work and family arrangements

Clear out cupboards or move personal items so that contractors can carry out the works

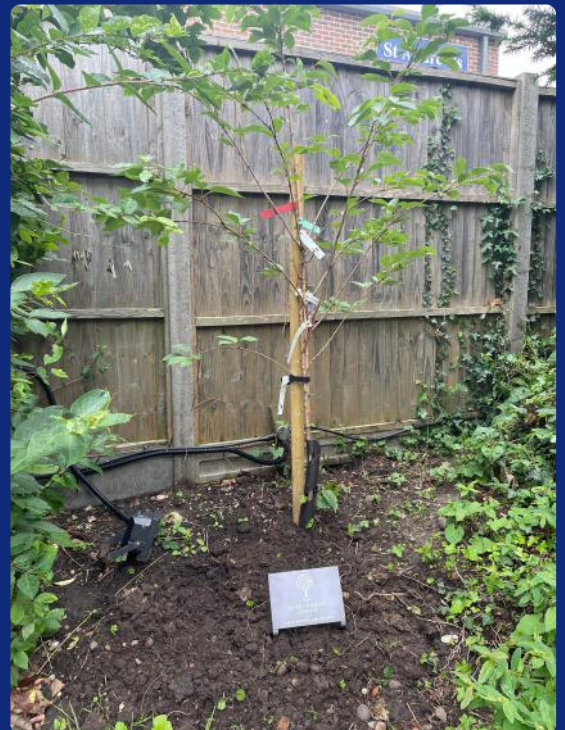




Our independent living environment offers a safe and supportive community for older people who may have some low-level care needs, mobility restrictions etc, but enables them to retain their independence. Moving at an older stage of life with improved accessibility can be daunting and challenging.

We wish to make your living conditions more manageable, to sustain and improve your wellbeing.

The term “Independent Living” seeks to reassure tenants that they can continue to be self-sufficient, in an environment that enables them to continue with the same freedoms they had before.



The Cherry Blossom Tree planted in honour of the Queens' Platinum Jubilee (June 2022) unveiled in St Andrews House gardens



Contact us

By Email:

Enquiries: enquiries@radcliffehs.org

Housing: housing@radcliffehs.org

Repairs: repairs@radcliffehs.org

Rent: rents@radcliffehs.org

By TEXT:

Send a text message to: 07497 301 013

To contact your income support officer: text RENTS

To get latest account balance: text BAL

To report a repair: text REPAIR

Visit our website here



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