

Housing 21

Housing Choices for older people in Oldham



Housing21 is committed to promoting independence and choice for older people through quality housing, care and support.

Introduction

This booklet has been produced by Housing21. In it, you will find out all you need to know about the housing choices that are available with Housing21 in Oldham and how to rent a home from us.

We also explain the difference between sheltered housing (page 6) and Extra Care housing (pages 15-19) so that you can make an informed choice.

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For more information about Housing21 and our services, contact our Customer Service Team on **0345 604 4447**. E mail:

oldhamenquiries@housing21.org.uk

For a full range of housing options and how to apply please go to www.oldham.gov.uk or phone **0161 770 4605**.

Other useful contact numbers and addresses are listed at the back of this booklet.



Contents

About Housing21	p 4
About Housing21 in Oldham	p 5
 Sheltered housing explained:	
Sheltered Housing	p 6
Why choose a Housing21 property	p 6
The role of the Court Manager	p 10
The Helpline Response Service	p 11
How to apply for a home with us	p 12
What happens next	p 13
 Extra Care housing explained:	
How to apply for Extra Care Housing21	p 18
The six Extra Care Courts	p 18
Extra Care housing open days	p 19

Housing21 – the organisation

Housing21 is a leading national provider of retirement housing and care services for older people. We provide a forward thinking, 21st century service which focuses on retirement housing, Extra Care housing and home care. We treat our customers as individuals and consider their requirements and needs when providing our services, so we can best support their wellbeing and independence.

A not-for profit organisation, we began in 1964 as part of the Royal British Legion. Currently, we manage more than 17,500 sheltered and Extra Care apartments and bungalows in over 400 schemes throughout the country. We have 21,000 residents, approximately 6,000 care customers and employ more than 5,000 people.

Our mission is to: *Support independence and choice for older people through the provision of quality housing, care and support.*



About Housing21 in Oldham

In October 2006, Housing21 entered into a 30 year contract with Oldham Council to manage and maintain much of its sheltered housing and provide support services to tenants. Throughout the contract the Council retains ownership of the homes, whilst we act as managing agents.

The first five years of the contract saw improvement works to both bungalows and flats.

The works included the demolition and re-building of Lees House and Wood Square as well as the construction of Tandle View Court in Royton. Over 800 bungalows have been refurbished and we have re-modelled and improved

the sheltered courts and created six Extra Care Courts, ensuring a good choice of homes is available for older people in Oldham.

This major undertaking is not just about “bricks and mortar” it is also about improving the quality of life for older people. We want to:

- ***Promote independence and choice***
- ***Encourage health and wellbeing***
- ***Deliver better services***
- ***Help promote social activities***
- ***Provide community development opportunities***

All our sheltered courts come with the support of a dedicated Court Manager and Helpline, (the 24 hour backup call centre run by Oldham Council). As a Housing21 tenant, you can choose the level of contact that suits you.

For people who are more independent, the preference might be for a bungalow. In this case you will automatically receive the Helpline community alarm service, but not necessarily the services of the Court Manager. This is because the level of service provided by the Court Manager is limited and directed at those tenants who most need it. The Court Manager will discuss this with you and determine if you require the service.

SHELTERED HOUSING EXPLAINED Sheltered housing

Sheltered housing is a good option to consider for those who are generally over 60 years of age. Most people like the idea of living independently, whether in a bungalow or a flat in one of our sheltered courts, but with the reassurance of knowing that help is at hand if needed. This is why sheltered housing is such a popular choice for many of our tenants.

Sheltered housing provides everyone with the security of their own home as well as the benefit of being able to access onsite support and facilities.

Why choose a Housing21 property?

There are a number of reasons why you should consider choosing to live in a property managed by Housing21:

- All homes have been improved to a high standard providing secure, comfortable, modern, more accessible facilities.
- We manage over 1,400 properties in locations across Oldham.
- Accommodation consists of self contained one and two bedroom flats or bungalows, designed for single people or couples.
- We also offer a choice of housing, including Extra Care housing for older people who already have some care and support needs.
- Our Extra Care schemes can offer 24/ 7 care, support or security for tenants.
- A professional and dedicated Court Manager is based on site during the working day.
- Every home has an emergency intercom system linked to the Helpline service. □ We are a leading provider of housing with care for older people in England.

Housing21 sheltered courts in Oldham

Sheltered court	1 bed	2 bed	Total
Chew Vale, Greenfield OL3 5DP	17	0	17
Holland Close, Gartside Street, Delph OL3 5DP	24	0	24
Hood Square, Springhead OL4 5SL	30	0	30
Lees House, Further Hey Close, Lees OL4 3LE	10	4	14
Lido House, Oldham Road, Grotton OL4 4LS	15	6	21
Millgate, Hollins Road, Oldham OL8 3 UX	38	17	55
School House, Incline Road, Hollinwood OL8 4QF	26	1	27
Springlees Court, Oldham Road, Springhead OL4 5TP	30	1	31

Saint Herberts Court, Wellington Street, Chadderton, OL9 0JD	12	12	24
Throstle Court, Middleton Road, Royton OL2 5LP	21	8	29
Violet Hill Court, Cobden Street, Waterhead OL4 2SS	30	18	48
Walton House, Grafton Street, Failsworth M35 9DX	17	7	24
Wood Square, Greenfield OL3 7FS	12	4	16





Housing21 bungalows in Oldham

Housing21 also manage one and two bedroom bungalows across Oldham. The areas are listed below.

Area	1 bed	2 bed	Total
Alt	11	0	11
Chadderton	116	148	264
Failsworth	175	0	175
Greenfield	0	6	6
Hathershaw	41	0	41
Hollinwood	42	1	43
Holts Village	109	0	109
Lees	11	1	12
Primrose Bank	11	0	11
Royton	33	0	33
Shaw	104	0	104
Waterhead	5	0	5



The role of the Court Manager

The Court Manager is available during office hours for any emergencies and to deal with housing related matters. They keep in regular contact with tenants, report on maintenance issues, help tenants to organise social activities and liaise with care providers, relatives and Adult Services.

The Court Manager will also complete a Support Plan for each tenant to ensure the services received are appropriate and up to date.

When the Court Manager is not on duty, then Helpline will respond to any emergency calls.



The Helpline Response Service

An emergency 24/7 response service called Helpline is available to all Housing21 tenants. There are 3 levels of service available.

Level	Service
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Bronze	<p>This is the standard service for bungalow tenants and is a requirement of your tenancy. To fully access the service you will require an operational telephone land line.</p> <ul style="list-style-type: none"> • Helpline will contact you when you press your alarm to find out what has happened. • Helpline will offer advice and support and contact your key holders if you need their help, or contact emergency services.
Silver	<p>This is the standard service for tenants living in sheltered courts and Extra Care courts and is a requirement of your tenancy.</p> <ul style="list-style-type: none"> • Helpline will contact you when you press your alarm to find out what has happened. • Helpline will offer advice and support and contact your key holders if you need their help, or contact emergency services. • Helpline will come out to help you if needed, for example, if you have had a fall.
Gold	<ul style="list-style-type: none"> • This service offers the same Silver service plus Helpline will call you every week to make sure you are OK and have everything you need. • Helpline will contact your family if you want them to.

The standard service is paid through your rent account. You can opt for a higher level of service, in which case there will be an additional charge, for which Helpline will invoice you separately.

How to apply for a home with us

To apply for one of our homes you must join the council's housing register by completing the housing application form and a medical self assessment form where appropriate.

All applications must be made on line at:- www.oldham.gov.uk

When you have first registered, you will be provided with a bidding number. Please make a note of this for future reference.

With the exception of Extra Care (see pages 15-19) and heavily adapted properties our homes are allocated through Oldham Council's Choice Based Lettings system.

Allocations are generally made to applicants who are over 60, but you can still be considered for a bungalow if you are younger and have an assessed medical need for a level access shower.

Once registered, you join a unified list and are eligible to bid for suitable properties from all social housing providers that operate in Oldham. These are:

AKSA Homes
Contour
First Choice Homes
Great Places
Housing21
The Guinness Partnership
Places for People
Regenda
Riverside
Villages

What happens next?

The current allocations policy is based on housing need. However, it should be noted that priorities are continually under review and may change in the future. At the moment, depending on your circumstances you will be placed in one of 5 banding groups. Some examples of the re-housing criteria are shown below. The full Oldham Council Allocation Scheme can be found on the Oldham Council website at www.oldham.gov.uk.

Emergency band	<ul style="list-style-type: none"> • Serious medical need that requires immediate re-housing, such as awaiting discharge from hospital, residential care and with no suitable accommodation to move back to • Social or welfare needs where there is an imminent risk of exploitation, abuse or loss of daily living skills
High band	<ul style="list-style-type: none"> • Serious overcrowding – shortage of 2 or more bedrooms. • Council demolition schemes or subject to CPO within 6 months. • Unintentionally homeless, or about to be homeless and in a category of priority need • Living in short-term supported housing and ready to move to independent living • Under occupying by 2 bedrooms and living in social housing in Oldham and moving would release a family home • A member of the household requires specialist adapted accommodation • Applicants living in a purpose built or significantly adapted property where the adaptations are no longer required
Medium band	<ul style="list-style-type: none"> • Living in insanitary or unsatisfactory housing conditions, not covered in high band or above • Medical need where re-housing will significantly resolve the problem. • Social or welfare needs where there is a risk of placement breakdown or loss of daily living skills • A need to move to a locality where failure to do so would result in hardship • Non-priority homeless • Overcrowding – shortage of 1 bedroom • Oldham social housing tenants under-occupying by one bedroom
Standard band	<ul style="list-style-type: none"> □ Applicants who are not assessed as being owed reasonable preference
Low band	<ul style="list-style-type: none"> • Owner occupiers who are applying for general needs housing, who don't fall into a statutory category of reasonable preference • Any applicants who are applying for general needs housing who don't fall into a statutory category of reasonable preference and whose assets or income are above the threshold • Applicants having no local connection with Oldham

With the exception of Extra Care flats and heavily adapted properties, when a Housing21 property becomes available, it is advertised along with the other housing association available properties on line at www.oldham.gov.uk

There are a number of ways you can do this, but remember to have your application number ready.

- By bidding on line at [**www.oldham.gov.uk**](http://www.oldham.gov.uk)
- By ringing or visiting Housing Options Oldham, Access Options, Civic Centre, West Street, Oldham ,OL1 1UG , Tel **0161 770 4605**

Please note you should only bid for homes you want to be offered. Refusing homes you have bid for may affect your application, for example your priority banding may be demoted or your application suspended for a period.

Before placing any bids please ensure that you have read the conditions for each home and they are:

- The correct size for your needs
- In an area that you want to live
- At a suitable floor level
- Do not have age restrictions that would exclude you
- Have adaptations that you do not require

Once the closing date for bids has passed, we create a shortlist, in order of priority and arrange a pre tenancy interview for the successful applicant (s). At this point you will need to provide a form of identification, such as passport, driving licence etc. All offers are made subject to satisfactory landlord references where appropriate and an affordability assessment in every case. If everything is in order, we will make a formal offer, arrange for you to view the home and help you with completion of all the necessary paperwork.

Heavily adapted properties

Properties that are heavily adapted will be matched direct to applicants registered with Housing Options Oldham that have an assessed requirement for the specific adaptations of the vacant property.

Extra Care Housing



Housing21 manage six Courts on behalf of Oldham Council across the Oldham borough, all designed to meet your needs and help you live an active healthy and independent life with your own self contained apartment.

Extra Care Housing is a step up from sheltered accommodation and a step down from residential care. It offers you security and privacy with your needs being met by a professional care team within your own home. The Courts have main lounges for socialising and where activities such as arts and crafts, painting, pool, darts and indoor bowls take place. Social evenings and weekend events, including trips out also take place throughout the year.



You can enjoy freshly cooked nutritious food in one of the restaurants – why not bring your family along to sample a meal? Some guest rooms are also available at a small fee for family members should they need to stay over.



Visiting therapists and hairdressers are available via appointment; shops selling groceries, cards and hand-crafted jewellery are all open for use by the wider community. For the less mobile, level access showers are installed and assisted bathing facilities as well as help with shopping and cleaning are available.

Benefits to you include:

- ✓ Care, security and support available around the clock either from on-site care staff from 7am to 11pm; Night concierge service from 11pm to 7am; Court Manager service Monday to Friday.
- ✓ Access to the Helpline and Response service who can respond if needed to emergency care needs between 11pm and 7am.
- ✓ The security and privacy of your own front door, including an intercom so that you decide who visits you and decide who comes in and your own self contained accommodation, which has a bathroom with a level access shower, kitchen, bedroom and a lounge.
- ✓ Couples are able to stay together
- ✓ You are living at home and not in a (care) home and have control over your own finances
- ✓ Flexible care service to meet your health and care needs should these change – this service is called ‘step up or step down’ care which can respond to a need to increase your care support for up to 2 weeks.



How do I apply for Extra Care Housing?

- You must be registered for rehousing with Housing Options Oldham. www.oldham.gov.uk You must also be a resident or have connections to the borough of Oldham.
- When registering online you must ensure that you tick the box that asks if you require a medical need to move. This will then trigger a medical form to be sent for you to complete.
- An occupational therapist working in partnership with Housing Options Oldham will then review your completed medical form, and if eligible will pass your application to Adult Social Care who will complete a full assessment to see if you meet the requirements for Extra Care services.
- Once you have been accepted as eligible for Extra Care Housing, subject to availability of accommodation, you will be matched with an apartment that meets your housing and care requirements.

The Six Extra Care Courts

- Trinity House, Godson St. Oldham OL1 2XL
Tel: 0370 1924286
- Aster House, Aster St. Oldham OL1 2LA

Tel: 0370 1924318

- Tandle View Court, Rochdale Road, Royton OL2 5QT
Tel: 0370 24248
- Charles Morris House, Gildenhall, Failsworth M35 9DX
Tel: 0370 1924613
- Hopwood Court, Thornham Rd, Shaw OL2 7LR
Tel: 0370 1924439
- Old Mill House, Old Mill Lane, Springhead OL4 5TS Tel: 0370 1924384

Extra Care Open days are held on the first Thursday of each month between 2pm and 4.30pm, where you are able to view the facilities of the scheme and meet the Court Managers.



Other services for older people in Oldham

Oldham Council's **Adult Social Care Services** offer a range of facilities and services to enable people maintain a good quality of life. The services provided include home support workers, a community alarm service, assistive technology, day centres, respite care and support. If you need more information, contact details can be found below.

Age UK Oldham can offer an independent support and information service to older people, their relatives or carers, who require assistance. The service is free, confidential and impartial.

Age UK Oldham can help you to:

- Find the right care
- Stay in your home
- Move into a care home

Please use the contacts below if you would like to find out more about any aspect of housing choices for older people in Oldham.

Housing Options Oldham

Access Options, Civic
Centre, West Street,
Oldham, OL1 1UG
Telephone: 0161 770 4605
Online:
www.oldham.gov.uk
Email:
housing.options@oldham.gov.uk

Age UK Oldham

10 Church Lane
Oldham OL1 3AN
Telephone: 0161 633 0213 E mail:
info@oldhamageconcern.co.uk
www.ageuk.org.uk/oldham

Adult Social Care Services

Adult Duty and Intervention Service
Unit 10 Whitney Court
Southlink Business Park
Hamilton Street
Oldham OL4 1DB, Tel: 0161 770
1515