

# eldon housing

## SUPPORTED HOUSING INFORMATION

### About Us

Eldon Housing Association Ltd is a non-profit making organisation with charitable status, registered under the Co-operative & Community Benefits Societies Act 2014, our aims and objectives are to provide housing and associated amenities for people in housing need.

We exist to support the people of Croydon and therefore to qualify for our housing you must be, or have previously been, a Croydon resident or have a close connection such as supportive relatives living in the Borough

We are specialists in the provision and management of supported housing for vulnerable people, we pride ourselves in listening and learning about changing needs and responding by creating innovative housing solutions and service delivery.

### Our Supported Housing

Our Supported Housing is about security, independence and choice enabling our tenants to continue to live as independent a life as possible with support and care tailored to meet their individual needs. With this continuing independence comes peace of mind to not only the tenants but also their relatives and friends knowing their loved one is living in a comfortable, affordable, safe and supportive environment.

#### Sheltered Housing

Our traditional sheltered housing schemes are fitted with door entry systems and each flat has a voice contact alarm system which is connected to a central control service providing the schemes with 24 hour emergency cover.

These schemes do not have any full time on-site staff; they are served by an on-site part time Premises Officer (with the exception of Marten House) plus regular visits from members of the Tenants Services and Facilities Management Teams. All tenants have 24hr access to the Facilities Management Team to report faults or maintenance problems via a Freephone Help Desk.

Our Sheltered Housing Schemes are:-

<i>Bardsley Court</i>	174-176 Selhurst Road, South Norwood SE25 6LX	29 Flats
<i>Claremont Court</i>	172 Selhurst Road, South Norwood SE25 6LS	15 Flats
<i>Garden Court</i>	23 Park Hill Rise, Croydon CR0 5FJ	33 Flats
<i>Marten House</i>	1 Campden Road, South Croydon CR2 7EQ	14 Flats

All flats have central heating either from gas radiators or electric storage heaters, are fully carpeted and have non-slip vinyl flooring in kitchens and bathrooms. Laundry rooms with fully maintained washing machines and tumble dryers are provided at each scheme, as these machines are not permitted within the flats.

## *Extra Care Sheltered Housing*

Our Extra Care Sheltered Housing schemes provide support and care services to our frailer tenants customised to suit their individual needs

The staff team at these schemes comprises a House Manager, Home Help / Carers, Catering, Laundry and Domestic staff and plus on-site staff providing 24-hour cover.

A freshly cooked midday meal is provided 7 days a week and served in our dining room and where needed our tenants are provided with support for breakfast and supper which is taken in their own self contained flats.

Our Extra Care Sheltered Housing Schemes are:-

<i>Fellows Court</i>	34 Morland Road, Addiscombe CR0 6AZ	40 Flats
<i>Lindsay Court</i>	2 Eden Road, Croydon CR0 1FA	29 Flats
<i>Westdene</i>	16 Chatsworth Road, Croydon CR0 1HA	20 Flats

## *Life at our Schemes*

All of our supporting housing schemes are modern and purpose built. They are well maintained by our dedicated Facilities Management Team and specialist contractors providing safe and worry free accommodation for older people.

The self-contained flats are designed to mobility standards and some are specifically built for wheelchair users.

All of our schemes have well-furnished communal lounges where regular social events take place.

Our tenants are encouraged to participate in the planning of activities at their schemes with support from staff including our Welfare & Support Officer and Activities Co-Ordinator who both regularly visits schemes to meet with tenants to discuss, agree and organise activities.

Activities include DVD afternoon/evenings, arts & crafts, exercise sessions, word games & quizzes, fish & chip suppers, bingo, birthday celebrations plus visiting entertainers.

In addition visiting local organisations include hairdresser, chiropodist, optician, community nurses, mobile library, clothing suppliers plus suppliers of mobility aids.

Activities are not restricted to the schemes, our tenants regularly visit local garden centres, the coast, theatres and other schemes plus pub lunches are popular.

All our communal lounges have computers with internet access so that the 'silver surfers' amongst our tenants can stay in touch with friends and relatives via e-mail, shop on-line, complete research such as family trees etc.

Tenants can decide how much or little they would like to be involved with the running of their scheme and the activities that take place. The privacy of any tenant preferring the comfort and peace of their own self-contained flat is respected and no tenants are coerced into participating.

# Frequently Asked Questions

**Q. Are the rents high?**

A. As a Registered Provider the Association must ensure that its rents are affordable and these will always be in line with similar housing association properties in the area and less than the private sector.

**Q. What is included in the Service / Supplement Charge?**

A. The cost of:-  
providing staff the scheme  
cleaning and maintaining the building, grounds and equipment  
heating and lighting the communal areas  
security – including the Warden Call alarm system  
communal water rates  
midday meals (if you live in an Extra Care Sheltered Housing Scheme)  
heating of your flat if the scheme has a central gas boiler

Tenants arrange their own telephone and electricity accounts and in some cases water rates are individually billed.

**Q. Do I have to pay Council Tax?**

A. Yes unless you are in receipt of some benefits which mean you are exempt from Council Tax. The majority of the Association's flats are in Band B or C and tenants are entitled to the discount for single occupancy.

**Q. Can I bring my own furniture?**

A. Yes tenants furnish their own flats. The Association provides carpeting, vinyl flooring in kitchens and bathrooms, cookers and fridges. Washing Machines and Dishwashers are not permitted in order to reduce the likelihood of leaks.

**Q. Can I claim Housing Benefit?**

A. Yes if you are in receipt of Housing Benefit now it is likely that you will still be entitled to this. Our Tenant Services Team will provide you with the appropriate paperwork to enable this to continue or an application form if this is a new claim.

**Q. Do you allow Pets?**

A. We do allow caged birds and goldfish/tropical fish but do not allow cats and dogs.

**Q. Can I go out when I like?**

A. Yes – tenants have key to their own front door plus the main building door and can come and go as they like.

**Q. Can I have visitors?**

A. Yes – our tenant's flats are their homes and visitors are welcome and family and friends are often invited to scheme events.

**Q. Can I have my medication delivered?**

A. The majority of our schemes have arrangements with local pharmacies for the delivery of medication.

**Q. What does personal care involve?**

A. Personal Care includes:-  
assistance with washing, dressing or bathing  
assistance with continence requirements  
assistance in preparing breakfast and supper  
prompting of medication

**Q. What does domestic work involve?**

A. Domestic work includes:-  
dusting and vacuuming  
cleaning kitchen floors and surfaces  
cleaning bathroom floors and sanitary ware  
bed making  
changing bed linen  
washing and ironing

**Q. Can I keep my existing Carer or Cleaner?**

A. Yes – it is not compulsory to use the Association's in-house Carers, tenants are free to use whatever company they want for their care and domestic requirements.

**Q. Can I have Sky or Cable TV?**

A. Following the digital switchover tenants have access to Freeview channels and can take 'top up' options to increase the number of channels available to them. Our Bardsley Court, Claremont Court, Garden Court, Marten House and Westdene schemes have a communal satellite dish giving access to Free sat and Sky TV should tenants wish to purchase packages. Lindsay Court has access to cable TV should tenants wish to purchase packages.

**Q. Do the schemes have communal Wi Fi?**

A. Wi Fi is available at Bardsley Court, Claremont Court and Marten House.

**Q. What activities take place at the schemes and do I have to join in?**

A. Activities include, Coffee Mornings, Quizzes, Exercise Sessions, Arts & Crafts, DVD afternoons/evenings, Fish & Chip suppers, Pub Lunches, Trips to the Coast, Theatre, Garden Centres and no you do not have to join in – tenants can be involved and little or a much as they wish and their privacy is always respected.

*If you have any further questions please do not hesitate to contact  
our Tenant Services Team  
or visit [www.eldonhousing.org](http://www.eldonhousing.org)*