



**INDEPENDENT LIVING
ACCOMMODATION AND
HOUSING SUPPORT
SERVICES FOR
PEOPLE 50+***

SERVICE STATEMENT



* 40+ in some circumstances

THE SERVICES YOU CAN EXPECT

- All our Housing Support Services are underpinned by our intention to:
 - support your independence;
 - support your choice;
 - support your health and well-being;
 - support your involvement in your community.

ACCOMMODATION

- We offer a variety of accommodation options, these include:
 - Sheltered Housing
 - Extra Care Housing
 - Ground Floor and Level Access Flats and Bungalows
 - Other Housing Types
- The above are mostly for rent, but an increasing proportion of affordable, low-cost home ownership options are available.

WHAT IS SHELTERED HOUSING?

- Our Sheltered Housing consists of self-contained flats within a main building and, in some locations, includes nearby bungalows, all of which share and have the use of communal facilities, such as a laundry room, lounge, gardens and an emergency response service.
- Housing advice and support is available, tailored to your individual needs, provided by our dedicated Supported Housing Officers.
- Our Sheltered Housing is located in Alston, Appleby, Kirkby Stephen, Penrith and Shap.

WHAT IS EXTRA CARE HOUSING?


- Extra Care Housing is a lifestyle choice for people who, in addition to requiring access to housing support and advice to maintain their independence, may also have some degree of care need too.
- Extra Care Housing has all of the facilities of our Sheltered Housing and, in addition, has choice and access to an on site Care Team who can provide tailored personal care. There is also access to, and choice of, other charged for services.

- Extra Care Housing is definitely not residential care living. All households have security of tenure or an ownership stake and can choose to participate in the shared facilities and services to suit their own requirements.
- We have Extra Care Housing in Appleby and our Extra Care Development in Carlisle is due to open in 2011.

OTHER HOUSING


- We have a number of Bungalows, Level Access Flats and other housing types dispersed throughout North and East Cumbria.
- No matter where you live independently in our accommodation, we can support you through our Community Alarm Service.

FOR MORE INFORMATION

- Please see our Service Statement leaflet “Applying to Rent a Home” for more information about our application process.
- 

SUPPORT SERVICES

COMMUNITY ALARM

- A Community Alarm is a means for calling for assistance in an emergency, e.g. illness, fall or any type of emergency where you need to summon help quickly.
 - A range of equipment is available and the options that work best for you will be discussed and agreed with you.
 - A Community Alarm can provide peace of mind for you and also your family and friends, who can be reassured that help is on hand whenever you need it.
 - Activating your alarm will immediately connect you with highly trained operators within our partner Call Centre who will provide reassurance and quickly summon the appropriate help.
 - This help is available round the clock, every day of the year.
- 

- In addition to this emergency response, our dedicated team of Supported Housing Officers will visit or contact you on a regular basis to ensure your housing and other support needs are being met.

SUPPORT PLANNING AND NEEDS ASSESSMENT

- Working with you, and with your best interests at heart, a full assessment of your housing and other support needs will be undertaken when you move into your home or when you first take-up our Support Services.

- Your Housing Support Plan and the Support Services delivered will be shaped around your needs.
- Support plans are reviewed at least annually, or more regularly if your circumstances change.
- All personal information is treated absolutely confidentially and only shared with others with your permission.

PERSONAL VISITS AND CONTACT

- Our Support Services are very much people centred. Our dedicated team of Supported Housing Officers is highly trained to offer sound advice and information to empower you to make the right choices for you.
- The key elements of our Support Services are regular home visits and contact arranged flexibly to meet your needs. A minimum of a quarterly home visit is offered to every customer of this service.

FOR MORE INFORMATION

- Please contact our Community Support Officer on 01768 861453 if you would like more information about our Housing Support Services.

AIDS AND ADAPTATIONS

- If enjoyment of your home would be enhanced by the installation of an aid or adaptation (ranging from a handrail to a level access shower), please see our “Aids and Adaptations” Service Statement leaflet.

COST OF SERVICE

- Rents and Service Charges vary depending on the size and type of accommodation you occupy and the level of Support Service you receive.
- All charges are affordable and financial help is available through Housing and Support Benefits for those on low incomes.
- A Service and Support Charge will be payable even if you own your own home.
- A Service Charge will cover appropriate items, such as communal window cleaning, grounds maintenance, Emergency Response Service and the Supported Housing Officer Service.

WHAT IF WE DO NOT MEET THIS STANDARD

If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with
- If you are still unhappy, ask to speak with the manager
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints"

OTHER FORMATS, OTHER LANGUAGES


We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Lãngüagê Liñe



Eden Housing Association Ltd

Blain House, Bridge Lane,
Penrith, Cumbria CA11 8QU

☎ tel: 01768 861470 ☎ fax: 0870 0511685

✉ email: enquiry@edenha.org.uk

🌐 www.edenha.org.uk

☎ repairs helpdesk: 0800 3581401

☎ housing hotline: 0800 1833948