



Welcome to Mill Gardens



MILL GARDENS – KIRKBY STEPHEN

On behalf of Eden Housing Association and all staff, we hope you will be very happy in your new home.

BRIEF HISTORY

Mill Gardens sheltered scheme was first built in 1977 and was originally owned by Eden District Council. In 1997 Eden District Council transferred all its stock to Eden Housing Association and since then there have been many changes.

LOCATION AND LAYOUT OF THE BUILDING

Mill Gardens is nestled by the banks of the river Eden, in the small rural Market town of Kirkby Stephen.



Resident
Group
photo

It is easy for family and friends to visit via the Motorway (M6) and also the A66.



Church

The town centre is easy to access and it takes around 15 minutes (on a leisurely walk) to discover the many local shops, antique shops, pubs and tearooms. There is also a beautiful river walk along the banks of the river

Eden. You can visit the Kirkby Stephen Parish Church - Loki Stone, which dates back to the Vikings, or you can just sit and relax in the peaceful gardens.

The Scheme itself comprises of twenty small Flats, nine of these are 1 Bed Flats and the other eleven are Bedsits. The building is surrounded by private grounds including a large garden, patio and has its own car park for approx 15 cars.

STAFF AND HOURS WORKED & WHEN VISITS TAKE PLACE

The Supported Housing Officers (employed by Eden Housing Association) are normally on duty from 8.30am to 4.30pm seven days a week.

In the communal corridors you will find a notice board displaying who is on duty that day along with any events taking place in the coming weeks.



The scheme prides itself in having 24 hr cover, either with Supported Housing Officers or Careline.

When the Supported housing officers are not on duty, there are cords in each of the flats in case of emergencies. They are connected to Careline who will organise the service required i.e. doctor, ambulance and inform your family or friends if needed. The building has a security system at both main doors, which is connected to the intercom in each tenant's flat. This enables each tenant to check the identity of callers and allow their visitors access to the building.

With your permission, a daily visit will be given each morning and we will endeavour to obtain any assistance you may require.

The Supported Housing Officers also oversee the smooth running of the building and report any repairs as deemed necessary.

HEALTH AND SAFETY

The fire alarm will be tested on a weekly basis, on a Wednesday morning at approximately 10.30am. If the alarm sounds at any other time, please evacuate the building by the nearest fire exit. The Supported Housing Officer will inform you where all exits from the building are situated and fire drills will be carried out periodically.

REPAIRS

Repairs can be reported personally or to the officer on duty who will report these to the main office in Penrith. If it is an emergency it will be dealt with as soon as possible. A notification letter will be sent in the post in response to all repairs reported, stating when it will be completed, and which contractor will be used.

FACILITIES

There is a large communal room for everyone to meet in and join in with what ever is happening as they wish. There are laundry facilities where you can do your washing and there are washing lines outside to dry clothes. You will find there is a separate bedroom for family/friends to stay if needed. A lift is available for all floors if needed. The large garden is situated around the scheme where you will find seats, picnic benches to enable you to relax.



Guest Accommodation - there is a lovely twin bedded guest room available, at a cost of £10.00 per night, should you wish any visitors to stay overnight.

There is a loop system fitted if needed.

EVENTS AND GET TOGETHERS

The residents have their own Residents group, which meet once a month to arrange functions and outings. Age Concern has a shop in town and holds a luncheon club twice a month. They provide help with most concerns and also with completing forms.

Various other groups come in to the scheme to help with activities such as Bingo, Keep fit, craft afternoons and church services.

Hairdressers, chiropodist, butcher and a local corner shop also visit the scheme.

EQUALITY AND DIVERSITY

Eden Housing Associations Equality and Diversity policy, is an integral part of our service, and at all times you will be:

- Treated with courtesy and respect
- Treated fairly, whatever your age, nationality, ethnic origin, gender or sexual orientation
- Have your confidentiality respected
- Able to receive clear accurate and truthful information

Our Equality and Diversity Service Standard information leaflet (number 2) is available for further details. Please ask a member of staff or contact our offices on 01768 861 400 should you require a copy.

For further information and any request to view our scheme, Please contact Liz Harrison – Community Support Officer on 01768 861 453

HISTORIC SITES

Some places to visit whilst living in, or visiting the Kirkby Stephen area.

- **Castlerigg Stone Circle near Keswick.**
- **Kirkby Stephen Parish Church - Loki Stone. This church dates back to the Vikings.**
- **St. Oswalds Church, Ravenstonedale - Near the church, the foundations of a Gilbertine Abbey can be found. One of the East stained glass windows is dedicated to Elizabeth Gaunt, who came from nearby Brownber. She was the last female burnt at Tyburn for supporting the protestant cause. The church was also a sanctuary to assure a fair trial, if the accused could toll the bell once.**
- **Stenkrith Park, Kirkby Stephen. - The Devil's Mustard Mill.**
- **The “lost village of Mardale, Haweswater. This village was flooded in the 1030’s to form a reservoir and becomes visible if there is a dry summer.**
- **Shap Abbey and The White Monks.**
- **Brough Castle.**
- **Pendragon Castle, Mallerstang – As legend goes, this was the home of King Arthur's father - Uther Pendragon.**
- **Lowther Castle, Askham.**

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 chciałoby 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.

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Housing
Ombudsman
Service
Member



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