Heysham Gardens and Meadows

Frequently Asked Questions

Heysham Gardens and Meadows is an extra care housing development owned and managed by Eden Housing Association. It offers 60 units of purpose built accommodation for people over the age of 55. Eden Housing Association management staff are on-site 5 days a week, Monday to Friday, 8.30am until 4.30pm

The Heysham package includes a 24-hour emergency response service which gives reassurance to our residents that whatever the time of day or night there will always be someone to come to their aid in an emergency.

'Creative Support' is the on-site care team. They provide personal care and cleaning for residents paid for privately or via Adult Social Care contracts. The Heysham Cafe is available 6 days a week for breakfast, lunch, afternoon tea and snacks from 9.30 till 3.00. Guests and visitors to Heysham are all welcome.

The objective for Heysham Gardens is to ensure that all of our residents remain as independent as they can and live as full a life as possible, helping them to utilise all services available in the community with advice and guidance from the Eden staff team and on-site carers.

- **What type of properties are there?**
  - *40 x 2 bed apartments in the main block*
  - *14 x 2 bed bungalows*
  - *2 x 3 bed bungalows*
  - *4 x 3 bed houses*

- **Are the properties for rent or for sale?**
  - *All property types are available for sale and for rent, 30 for sale and 30 for rent*
  - *All properties have a minimum of 2 bedrooms*

- **How do I apply?**
  - *Complete an application form available from the office at Heysham Gardens or from the Eden Housing Association website (Find a home + Supported Housing for Older People). Return it to the office at Heysham Gardens.*

- *You will receive a home visit from Eden staff and your name will be presented to the allocation panel at Heysham Gardens*
- *The allocation panel is made up of representatives from Eden HA, Creative Support, Cumbria CC and Carlisle DC*
- *Each application is awarded points on the basis of their need for Extra Care Housing.*
- *Properties are offered to those in greatest need with care and support requirements that can be successfully met by the services.*
- *Priority will be given to those in greatest need rather than time on the waiting list*
- *All sales and rental applicants must be approved by the panel before they can purchase or rent a property at Heysham*

- **Is there a waiting list?**
  - *Yes, we have people waiting for properties for sale and for rent*

- **Is shared ownership an option?**
  - *Yes: 20 of the sale properties are offered at 75% of the cost*

- **Is rent payable on the 25% portion of shared ownership properties?**
  - *No, rent is not payable on shared ownership properties*

- **What happens when I want to sell my property?**
  - *Let Heysham staff know that you want to sell your property*
  - *A valuation will then be obtained from an independent local Estate Agent by Eden HA*
  - *Eden HA can pay for these and re-charge you or you can pay the invoice when it arrives*
  - *Eden HA then have 8 weeks to find suitable applicants for the sale properties. Usually this means looking to the applicant with the highest priority on the waiting list.*
  - *Following the selection of a suitable applicant Eden HA will forward to you the name and address of an interested potential buyer.*
  - *The matter is then handed over to you to manage the sale as usual.*
  - *If the purchase takes longer than 12 weeks and you wish to pass the sale to another applicant Eden Housing will give you the name of the next applicant on the waiting list. If you are keen to find your own buyer, you can inform Eden HA that you wish to advertise it yourself and give it to an Estate Agent. You are responsible for any costs incurred if you choose this route.*

- *Any potential purchasers must complete an application form, receive a home visit, meet the criteria for Heysham and be approved by the allocation panel*
- *Following approval, the sale can go ahead*
- *Leasehold residents are responsible for all service charges until the property is sold.*

- **Is there a sinking fund?** (Money collected for major repairs and replacements in the future e.g. lifts, roofs, windows)
  - *Yes: Money is collected for future repairs costs in the monthly service charge*

- **Are there things to do at Heysham?**
  - *Yes, we have a number of activities arranged by and for residents. If you prefer smaller, more esoteric activity, there is a large community at Heysham with a very diverse range of interests, we will be happy to put you in touch with other residents to ensure you have the opportunity to develop and pursue new and old interests.*

- **Where can I park my car?**
  - *Resident only car parking is along the front of the main building and in front of the bungalows 3 to 8. These parking spaces are available on a first come, first served basis. Visitors are asked to park in the car park at the top of the estate.*

- **Do I have to pay my own buildings insurance?**
  - *No: buildings insurance is covered in the service charge for fully owned and shared ownership properties*

- **Who cleans the windows?**
  - *Window cleaning is provided in the apartments and paid for in service charge*
  - *Window cleaning is not provided for bungalows and houses. Residents need to arrange this themselves.*

- **Who is responsible for repairs in the property?**
  - *If you rent your property Eden HA are responsible for repairs to your property. Further information can be obtained from your tenancy agreement*
  - *As a leaseholder who has purchased your property you are responsible for maintaining your property in a good state of repair*

inside (and outside for bungalows and houses) including any pipes, drains and wires which are for exclusive use of your property.

- **Do the solar panels on the bungalows feed electricity to the National Grid resulting in a payment to the householder?**
  - *No, the solar panels are only used to heat the water in the water tank in your property thus reducing the amount of gas used to heat water in the bungalows and houses. This saves money on your utility bills*

- **Who is responsible for maintaining the gardens?**
  - *All communal gardens around the main building and the front gardens of bungalows and houses are maintained by Eden HA and paid for in service charge.*
  - *The back gardens of the houses and bungalows are the responsibility of the resident.*

- **Who is responsible for external decoration of the bungalows and houses?**
  - *Leasehold residents are responsible for maintaining the external decoration of their property using colour schemes and styles approved by Eden HA and in keeping with the rest of the estate*
  - *The outside walls of the houses and bungalows have a self coloured render and do not require painting*
  - *Properties should be decorated at least every 5 years, inside & out*

- **Can I make any alterations to the property?**
  - *Any plans for internal alterations need to be agreed with Eden Housing before work commences.*
  - *Residents are not permitted to make alterations or additions to the external faces of the property*

- **What is included in the service charge?**
  - *Service charges are covered separately, please ask for details*

- **Is my heating included in the service charge?**
  - *If you live in an apartment the heating is included in the service charge*
  - *If you live in a bungalow or a house you have your own boiler and you are responsible for your own hearting bills*.