

Sheltered Housing



Guide for Applicants

BCHA is committed to providing individual and high quality support, care and homes for our residents

Q What is BCHA?

A Bedford Citizens Housing Association was formed in 1957, and is a non-profit making charitable organisation, providing sheltered and non-sheltered accommodation for Bedford Citizens. This leaflet is for people seeking sheltered accommodation i.e. people who require support from a scheme manager/warden.

Q What is Sheltered Housing?

A Sheltered Housing offers older people a choice of accommodation in a safe and secure environment. Tenants have the benefit of an emergency alarm call system, and an individual support plan, which is carried out and reviewed, to help identify when there is a need for assistance to help you maintain independence, dignity and personal choice.

Q Where is BCHA's Sheltered Housing?

A There are currently five sheltered housing schemes within the association.

LARGER SCHEMES

Bedesman's House – Duckmill Lane

Maydenbury House – Kimbolton Road

SMALLER SCHEMES

Lansdowne Road

Kimbolton Road

Linden Road

Q What facilities are provided at the Schemes?

A Larger schemes - include a lift, communal room, laundry room, guest room (for visitors), ample car parking, and gardens.

Smaller schemes – as above with the exception of a lift. There is limited parking in the smaller schemes.

Q What does the Scheme Manager do?

A The Scheme Manager's work Monday to Friday and their hours vary between 9-5pm, in addition

to which they take turns to cover all the schemes, (evenings and weekends), to provide a backup to the emergency alarm call system.

They will:

- Check on your well-being with a call/visit each morning
- Respond to personal accidents or emergencies within the scheme
- Assess and agree your support needs regularly
- Request a doctor to visit, if you are ill
- Provide you with help to arrange any personal or domestic care you may require
- Provide assistance with completing documents or reading post, instructions, recipes etc.
- Report any maintenance problems, or inspect and identify faults within flats
- Assist you to make arrangements for external services e.g. telephone, electricity

They do not:

- Provide personal care/nursing care, or administer any medication
- Provide shopping, laundry, cleaning or meal services

Q What is the rent?

A Current rent information (inclusive of supporting people charges), may be obtained from our Housing & Maintenance Manager at Head Office.

Q What does the Service Charge include?

A The service charge covers the provision of the Scheme Manager's services, emergency alarm system, external window cleaning, gardening, and the cleaning, lighting, heating of all communal areas, TV aerials maintenance and fire alarm maintenance. Service charges are based on actual costs of service provided. Service charges are reviewed annually and tenants are consulted on what is included in the charges.

Q Can I get help with the rent?

A You may be entitled to housing benefit, but this will depend on your financial situation i.e. how much pension you get, any savings etc. Advice may be obtained by contacting Age Concern or a Benefits advisor at the town hall, who can also arrange for assistance with form filling.

Q How soon can I expect to be re-housed?

A BCHA has very few vacancies each year but we do aim to offer accommodation to all accepted applicants within 18 months of joining our list. The time spent on the waiting list may be longer than this if you are seeking a particular scheme or ground floor accommodation. We would also strongly recommend that you apply to other Housing Associations in the area.

Q How do I apply?

A You will need to complete and return an application form. Please contact us to request a housing application pack.
Telephone: 01234 321400
(between 8.30am to 5.30pm)
Fax: 01234 352004
Email: housingandmaintenancemanager@bchal.org
Website: www.bchal.org
You can download an application form directly from our website.

Q How are my details kept confidential?

A We recognise that your housing application form contains questions of a sensitive nature. We endeavour only to ask questions that are relevant and enable us to assess your housing need. We treat all applications in the strictest confidence and comply, as appropriate, with the requirements of the Data Protection Act. Details of our policy are available on request.

Q How is my application assessed?

A Your application will be assessed in accordance with our Allocations Policy depending on your housing need. If you have a medical condition you may be asked to supply us with a letter from your doctor to support your application.

Q What happens if I am successful?

A You will receive a letter advising you that you will be placed onto the waiting list for your chosen schemes. When a vacancy occurs we look at the applicant with the highest need in the first instance. Prior to being considered for a tenancy you will receive a home visit to verify your application. You will then have the opportunity to view the vacancy. In accordance with our allocations policy you are allowed to refuse three offers of tenancy before you are removed from our waiting list.

Q What happens if I am unsuccessful?

A If you are not successful you will receive a letter explaining why you do not meet our criteria. If you wish to appeal against the decision you should use our complaints procedure which is available on request.

If you need assistance to complete the application form or if you require this leaflet in a different format or language please contact BCHA, using the details overleaf and we will be pleased to help you.

Once completed please return your application form to the Housing and Maintenance Manager. (Contact details are on the back page of this leaflet).



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