



NEW PROGRESS
HOUSING ASSOCIATION LIMITED

Sheltered housing doesn't mean living a sheltered life



This booklet will give you more information about the range of facilities and services offered at our sheltered schemes. It may also help you to decide whether moving into sheltered accommodation is the right decision for you. If you have any questions, however small, please call us on 01772 450600.



A warm welcome to New Progress Housing Association

What is sheltered housing?

Sheltered housing enables you to enjoy the privacy and comfort of your home – with the confidence that you have help on hand if you need it.

Our sheltered schemes also give you the freedom to enjoy your retirement by removing the worry of maintaining your own home.

In the event of deteriorating health or mobility, you will have the peace of mind that you can continue to live independently for longer.

All our homes are easy to manage, affordable, and offer the opportunity to enjoy the company of like-minded neighbours should you so wish.

Our sheltered accommodation is available to all individuals and couples over the age of 55 who want to enjoy their own home but without the responsibilities of home ownership.



If you have any questions, however small,

please call us on
01772 450600



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Who is New Progress Housing Association?

New Progress is part of Progress Housing Group, a charitable organisation run by a committee of volunteers from the local community. We are a registered social landlord and the Government regulates how we work.

We have provided affordable housing in South Ribble since 1994 and currently manage high quality homes for 1000 retired residents.





What types of developments are there?

We have flats and bungalows located on 24 developments throughout South Ribble.

You can choose from a property that has a front door opening on to the street or a flat with a front door opening on to a shared corridor.

We also provide an Extra Care Scheme that offers additional support from care providers

based at the scheme who can provide personal care as and when needed.

All accommodation is self-contained with most schemes having communal facilities and optional levels of support.

To meet our funding requirements, all residents are required to engage in a minimum support package.



How much does it cost?

We are committed to providing high quality and affordable housing with competitive rents. In addition to your rent, you will also pay a property related service charge and a support charge.

The service charge covers the upkeep of the communal facilities and services such as the laundry and landscaping.

Your household running costs are not covered by the rent or service charge and you will need to pay for your gas, electric, water rates, Council Tax, window cleaning, phone line, TV licence,

and contents insurance. You may also have to pay an additional heating cost if your development has a shared communal boiler.

The support charge is for the scheme managers and alarm system monitoring. Rent and service/support charges are all eligible for Housing Benefit if you meet the qualifying criteria. You can pay your rent and service charge either weekly or monthly and we offer a number of payment options.

Where are the schemes?



ASHWOOD COURT

Longton

BASHALL GROVE

Farington

BOLTON CROFT

Leyland

BOUNDARY CLOSE

New Longton

CHURCHSIDE

New Longton

BRIDGE COURT

Lostock Hall

CHARLESTON COURT

Bamber Bridge

GREENWOOD COURT

Leyland

HENNEL HOUSE

Walton-le-Dale

JUBILEE COURT

Leyland

LOSTOCK COURT

Lostock Hall

LOWERFIELD

Leyland

LOWERHOUSE

Leyland

WELSBY ROAD

Leyland

FOX LANE

Leyland

MAINWAY COURT

Bamber Bridge

MARTINFIELD

Penwortham

LEYFIELD

Penwortham

NORTHBROOK GARDENS

Leyland

OLD MILL COURT

Walmer Bridge

ORCHARD GRANGE

Penwortham

OUTRAM HOUSE

Walton le Dale

TUSON HOUSE

Penwortham

WRIGHTSFOLD

Leyland

What services do you offer?

In addition to the support services provided by our friendly scheme managers, most schemes offer a library, visiting chiropodist and hairdresser, and computers for the residents' use. All our homes benefit from intercom and emergency alarm systems and a full property maintenance and repair services.



What is a scheme manager, and what do they do?

Every housing scheme has a scheme manager who works either part-time or full time. Monday-Friday. At weekends a mobile warden will visit each scheme. The manager is there to ensure the safety and well being of residents and provide a link with doctors, families, friends and any other support services needed.

The manager will keep in contact with you, according to your preference, either by personal visit or via the intercom system. If an emergency arises and the manager is not available, a 24-hour mobile warden will be on call if needed.

What is the alarm system?

Every sheltered house or flat has its own alarm system that provides a link between residents and their scheme manager by means of a two-way speech system. It also links residents to our control centre in Leyland, which is staffed 24 hours a day, providing support whenever needed.

You will be able to summon help by pulling one of the emergency alarm cords in your home.

We can also supply pendants that are worn on your person and can be used to alert our staff to an emergency.



'I've only been here 12 months and it is a brilliant place. The warden is good; she makes everything easy. And they are doing a great job of redoing the kitchens. I've enjoyed every minute of being here!'

**Brian Davies,
resident**

What about social activities?

One of the main advantages of living in sheltered accommodation is the opportunity to socialise with like-minded people. Most of our schemes have communal lounges for social events and for you to enjoy the company of neighbours and visitors.

Organised social activities can be arranged and funded by residents with advice and support from the scheme manager.

What will happen when I move in?

We are here to support you from day one to live independently and comfortably in your own home. When you move in, your scheme manager will visit you to talk about living in the scheme. They will:

- Show you the communal facilities
- Give you practical information about your new home
- Explain the service that you can expect to receive
- Complete a support plan and personal record form with you
- Explain what to do in the event of a fire or emergency
- Demonstrate how the emergency alarm system works
- Let you know about the social activities available
- Provide information on local services and amenities
- Discuss the security of the scheme and your personal safety



Can I get involved with how the scheme is managed?

We encourage all residents to get involved in the way that their homes and communities are managed. Involving residents is essential to providing an excellent service; it also helps us to continue to fully meet your needs and expectations.

We offer lots of opportunities to get involved from attending scheme meetings to sitting on the tenants' board. Your scheme manager will give you more information when you move in.



What about communal facilities?

Communal facilities vary from scheme to scheme but will include some, or all, of the following:

Lounge: for residents and guests to meet, talk and enjoy social activities.

Kitchen: for the use of all residents

Laundry: washing and drying facilities are available at most schemes.

Guest bedroom: we provide short-term accommodation for overnight guests. Priority will be given to visitors caring for a resident who is unwell. There is a small charge for this facility to cover housekeeping.

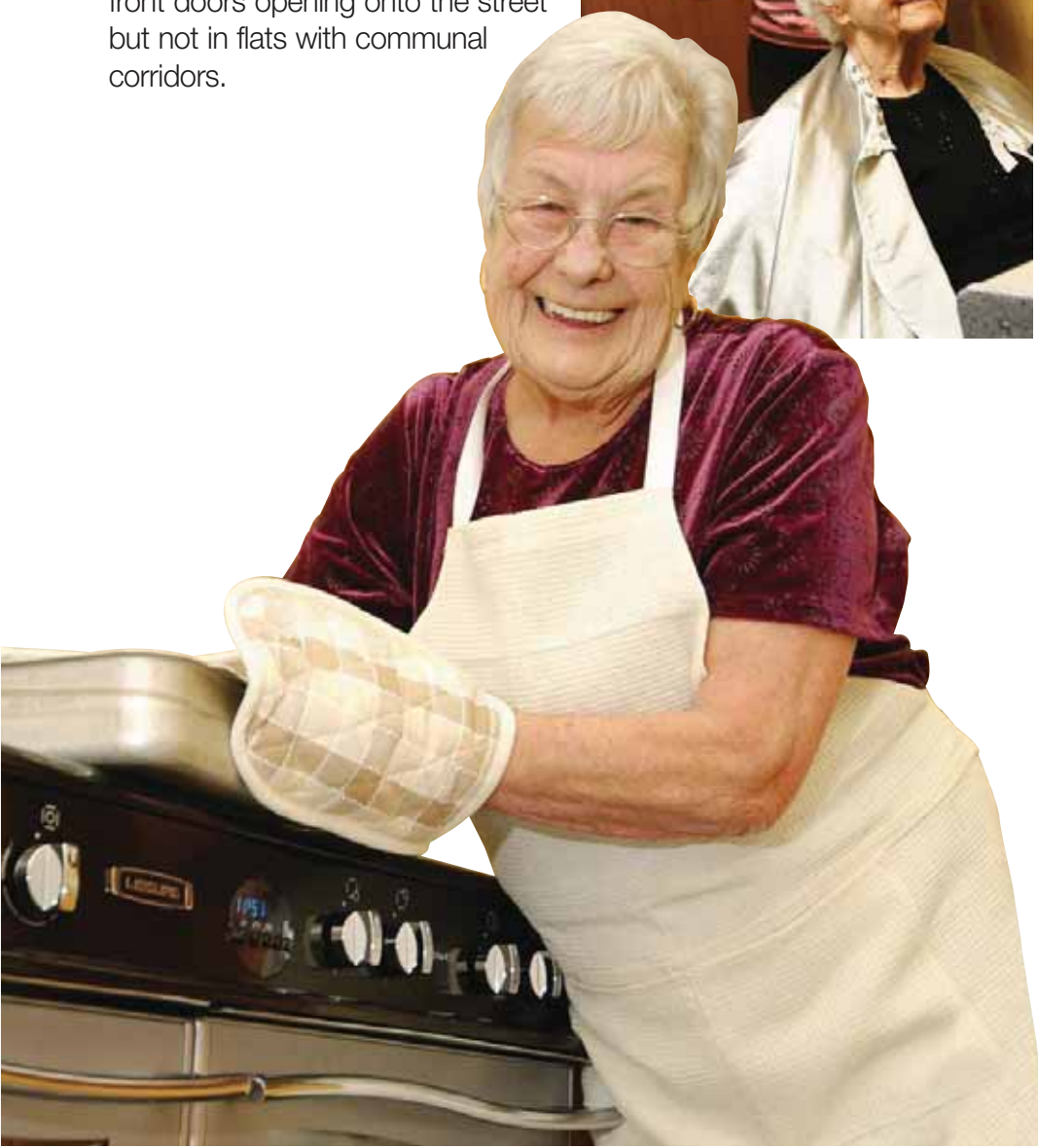
Can I bring my pet?

We understand how important the companionship of a pet can be. All our schemes welcome small pets such as caged birds and fish. Well-behaved dogs and cats are welcome in properties that have front doors opening onto the street but not in flats with communal corridors.



'They have always been good, particularly on the repair side. If ever there's anything needed doing, they have usually come within the time they say they will.'

**Emily Hurst,
resident**



How will you maintain my home?

The cost of maintaining of your home is included in your service charge. We employ our own property services team to look after your heating, plumbing, electrics and external decoration. We also undertake compulsory annual gas safety checks.

We will also repair most accidental damage or wear and tear to your home (interior decoration and certain fixtures and fittings are excluded). For further information on what your service charge will cover, telephone us on 01772 450600.

Can I decorate my home?

An important part of moving into your new home is 'making it your own and decorating it how you wish.' Please note, the replacement of carpets, soft furnishings and interior decoration is not included in your rent or service charges.

If you wish to make any significant or permanent improvements in your property, you will need to speak to your scheme manager first.



What about electric scooters?

We advise all residents to discuss the storage of electric scooters and other mobility aids prior to moving in. Due to safety reasons, electric scooters are not allowed to be charged or stored in communal areas and must be kept in your own property when not in use.

What about my safety and security?

The safety and security of our residents is paramount and we will work with you to ensure that you feel safe in your home. We advise all our residents on safety procedures regarding strangers to the scheme, dealing with bogus callers, and making homes secure.

All our properties have an intercom system and emergency alarm system to ensure your well-being.

In addition, all our schemes are covered by our equality and diversity policy. We work hard to welcome people from different backgrounds and sexual orientation and will support you to settle in your new home. We also have procedures in place to protect vulnerable tenants.

How do I find out more or view a scheme?

If you would like an informal chat, or would like to visit one of our schemes, please contact our Head of Housing Support on **01772 450600**.



How do I apply for sheltered housing?

Our sheltered accommodation is allocated through the Select Move lettings system.

There is an application form to join Select Move included with this leaflet. Application forms are also available from our Customer Services team at Sumner House in Leyland, or by phoning **01772 450600**.

You can find out more about Select Move by phoning **0800 655 6785** or visiting www.selectmove.co.uk





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اردو (Urdu)

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