

Your guide to independent living

Affordable, high-quality
accommodation for the over-55s



Welcome to your guide to independent living with Progress Housing Group

Independent living (also known as sheltered housing) means you can continue to live independently in your own home and enjoy an active social life, with the confidence that help is at hand if you need it.



“
**I prefer to do all
my own baking**
”



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

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

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

Our independent living apartments are available to individuals and couples over the age of 55 who want to enjoy their own home but without the responsibilities of home ownership. There are no financial restrictions on eligibility for anyone of this age.

About Progress Housing Group

Progress Housing Group is a housing association, also known as a social landlord, and we provide a range of accommodation for people with different needs and at different stages in their lives.

We have been working in Lancashire since 1994 and currently manage 1,300 homes for older people.

We are regulated by the government through the Regulator of Social Housing.

Contact us

If you have any questions after reading our guide, would like more information or would like to visit one of our schemes, please call us on 03333 204555, email enquiries@progressgroup.org.uk or chat live to us on our website, www.progressgroup.org.uk.



“
**I feel reassured
having access
to my emergency
alarm**”



We have apartments and bungalows at locations across South Ribble and Fylde.

You can choose from a property that has a front door opening onto the street or an apartment with a front door that opens onto a corridor.

We also provide a number of Extra Care Schemes that offer additional support from care providers based on site, who can provide personal care as and when required.

All accommodation is self-contained and has been specifically designed with your security, safety and comfort in mind. You will have access to an independent living co-ordinator as well as a 24-hour emergency alarm.

Our schemes are set among landscaped gardens and most have communal facilities, opening up a host of social opportunities for you too.

**Lytham
and St Annes**

- 1** Liggard Court,
Lytham, FY8 4SG
- 2** South Hey,
St Annes, FY8 4BW
- 3** Stanner Lodge,
St Annes, FY8 3BU
- 4** St John's Court,
Lytham, FY8 5JB

Freckleton, Kirkham and Wesham

- 5** Amounderness Court,
Kirkham, PR4 2US
- 6** Ancenis Court,
Kirkham, PR4 2RT
- 7** Croft Court,
Freckleton, PR4 1RJ
- 8** Derby House,
Wesham, PR4 3JY

Our range of developments

Blackpool



Wesham

Kirkham

St Annes

Lytham

Freckleton

River Ribble

Walmer Bridge

Penwortham

Longton New Longton

Preston

Walton-le-Dale

Lostock Hall

Bamber Bridge

Farington Moss

Leyland

Our locations in Lancashire

Penwortham, Longton and Walmer Bridge

- 9 Ashwood Court, Longton, PR4 5ZQ
- 10 Boundary Close and Churchside, New Longton, PR4 4BD
- 11 Martinfield and Leyfield, Penwortham, PR1 9HJ / PR1 9HX
- 12 Old Mill Court, Walmer Bridge, PR4 5QU
- 13 Orchard Grange, Penwortham, PR1 0QH
- 14 Tuson House, Penwortham, PR1 9PE

Bamber Bridge, Lostock Hall and Walton-le-Dale

- 15 Bridge Court, Lostock Hall, PR5 5UB
- 16 Charleston Court, Bamber Bridge, PR5 6XH
- 17 Hennel House, Walton-le-Dale, PR5 4LN
- 18 Lostock Court, Lostock Hall, PR5 5LL
- 19 Outram House, Walton-le-Dale, PR4 4UR

Farington and Leyland

- 20 Bashall Grove, Farington, PR25 4JU
- 21 Bolton Croft, Leyland, PR26 7TR
- 22 Greenwood Court, Leyland, PR25 2SL
- 23 Jubilee Court, Leyland, PR25 1JJ
- 24 Lowerfield, Farington Moss, PR26 6QQ
- 25 Lowerhouse, Leyland, PR25 1HS
- 26 Northbrook Gardens, Leyland, PR25 2XS
- 27 Welsby Road, Leyland, PR25 1JA
- 28 Wrightsfold, Leyland, PR25 4HT

“
I’ve made lots of
new friends here
”



Independent living - your questions answered

Your rent and charges

How much does it cost?

As a social landlord, we are committed to providing high quality housing at an affordable cost.

In addition to your rent you will also pay a support charge, which covers the costs of your independent living co-ordinator and alarm system, and a service charge, which covers the maintenance of communal facilities and services.

Your household running costs – things like your Council Tax, TV Licence, utility bills, window cleaning, phone line and home contents insurance – are not covered by our rent or service charge and you will need to continue to budget for these.

Rent and service charges are all eligible for Housing Benefit if you meet the qualifying criteria and you can pay your rent and charges either monthly or weekly.

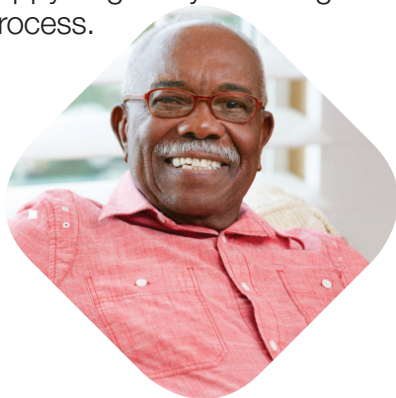
If applicable to your property, you will also need to meet the cost of any support charges and heating charges.

The rent we charge varies from location to location, so if you are interested in a specific scheme please call us on 03333 204555.

Applying for an independent living home

How do I apply?

Please contact us on 03333 204555 or email enquiries@progressgroup.org.uk and we will be happy to guide you through the application process.



Additional services and facilities that come with an independent living home

What services do you offer?

You will be offered a level of support services depending on your personal needs, which you will agree this with your independent living co-ordinator once you move in. All of our properties also benefit from an intercom and alarm system to summon assistance in an emergency or for reassurance.

In addition to the support services provided by your independent living co-ordinator and your emergency alarm, most schemes also offer a library, visiting chiropodist, visiting hairdresser and computers for tenants' use.

A full property maintenance and repairs service is included in your rent. We also provide a handyperson service free of charge for assistance with small jobs such as putting up pictures and shelves etc. More details can be requested from your independent living co-ordinator.

What is the independent living co-ordinator's role?

Every independent living scheme has an independent living co-ordinator who is available from Monday to Friday each week. The independent living co-ordinator is on-site for a few hours each day to ensure the safety and wellbeing of tenants and provides a link with doctors, families, friends and any other support services that are required.

Can you tell me more about the emergency alarm system?

The alarm system in our schemes is run by our Progress Lifeline service.

Every independent living home has an alarm system that provides a link between tenants and their independent living co-ordinator, by means of an intercom. It also links to our Response Centre in Leyland, which is staffed 24 hours a day, providing support whenever needed.

In an emergency, you will be able to summon help by pulling one of the emergency alarm cords in your home. Our Response Centre will then speak directly to you and send the appropriate help, if required.

Progress Lifeline also provides a range of additional services such as pendant alarms, falls detectors and telecare sensors. More details are available on request from your independent living co-ordinator or by visiting www.progresslifeline.org.uk.



What communal facilities are available?

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

- **Lounge**
For tenants and guests to meet and talk, as well as a place to gather for social activities.
- **Kitchen**
This is a communal facility for all tenants, in addition to the kitchen inside your home.
- **Laundry**
Washing and drying facilities are available at most independent living schemes.
- **Guest bedroom**
In some schemes we provide short-term accommodation for overnight guests. Priority will be given to the guests caring for a tenant who is unwell and there is a small charge for using this facility.
- **Communal garden**
The majority of schemes have some communal garden space where tenants are able to sit and socialise.

Is there parking on site?

Our schemes provide parking for tenants.

Can you tell me more about the social events?

One of the main advantages of a home in an independent living scheme is that it offers you the opportunity to socialise with like-minded people, should you wish.

Most of our schemes have communal lounges for social events and for you to enjoy the company of your neighbours and visitors.

Organised social activities can be arranged and funded by tenants with advice and support from the independent living co-ordinator or our activities co-ordinator. Our activities co-ordinator works across our independent living schemes providing opportunities for tenants to take part in social events such as theatre trips or days out.

**Independent living -
your questions
answered**

**“I love living here
and I have learnt
lots of new skills
”**





**“
My son and
grandson call
round every
weekend
”**



Moving into your independent living home

What will happen when I move in?

We are here to support you from day one to help you live independently and comfortably in your own home. When you move in, your independent living co-ordinator will visit you to talk about life there. They will:

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

Can I bring my pet?

We understand how important the companionship of a pet can be and all of our schemes welcome small pets such as caged birds and fish.

Dogs and cats are also welcome in properties that have front doors opening on to the street but unfortunately we cannot accept them in flats with communal corridors.

What maintenance can I expect on my home?

The cost of maintaining your home is included in your service charge. We employ our own property services team to look after things like your plumbing, heating, electrics and external decoration.

We will also repair most accidental damage or wear and tear to your home, subject to certain exclusions including your interior decoration.

An annual gas safety check is also undertaken at every property. These checks are compulsory to ensure your safety.

Can I decorate my home?

Yes – we want you to feel comfortable in your new home and an important part of this is putting your own personal touches to it and that includes decorating it how you wish.

If you would like to make any significant or permanent improvements to your property, you will need to speak to your independent living co-ordinator first.

The replacement of carpets, soft furnishings and decoration are not included in your rent and service charges.

Will there be space for my mobility scooter?

We advise tenants to discuss the storage of electric scooters and other mobility aids prior to moving in.

For safety reasons, electric scooters cannot be charged or stored in communal areas and must be kept inside your own property when not in use.

Some schemes have scooter storage outside and a small charge will be payable.



“
This was a
great move
”

Head Office

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