



ASHFORD  
BOROUGH COUNCIL

**Housing  
Services**



**Sheltered  
Housing**

**Ashford**  
best placed for housing



## **Our Sheltered Housing**

Amongst its housing stock Ashford Borough Council owns and manages 13 sheltered housing schemes containing some 440 dwellings, and a further 730 dwellings spread throughout the rest of the Borough specifically intended for elderly or disabled residents.

These sheltered dwellings are a mixture of flats and bungalows in both urban and rural areas of the Borough – see the map later in this brochure for a better idea of their location – and the following is intended as a guide to the type of accommodation offered within each sheltered scheme. If you've ever wondered what exactly sheltered housing is, and whether it would be right for you – the following questions and answers may be of some use.

### **Who is eligible to move into sheltered accommodation?**

You have to be 50 years old or more to be eligible for our sheltered accommodation. In very exceptional circumstances we can accept people slightly younger, for example if they have a major disability.

### **What sort of accommodation is provided?**

The vast majority of our flats and bungalows are fully self-contained, with their own kitchen, bathroom, living and bedrooms. You have your own front door and can come and go as you please, yet you also benefit (in most cases) from the additional security given by secure entrances to the blocks of flats.

### **I understand each scheme has its own manager – what is their role?**

The role of the Scheme Manager is to ensure that all those in the scheme are okay and have no particular problems. They will visit every duty day to ensure there are no problems and will help and support you in dealing with any problems you may have. This does not include medical help, but they will liaise with health professionals such as GPs and District Nurses on your behalf and with your permission. The Scheme Manager will also help with form filling, reporting any repairs, and any other general support you may require to live independently. They also help to arrange communal activities that you and other tenants, both within the scheme and beyond, want. This could be trips to the theatre or the coast, other outings or activities.

### **What if I need help when the Scheme Manager is not on duty or on holiday?**

Since Spring 2007 our Scheme Manager service has extended to 24 hours day cover with staff working to a rota system. This means we will no longer have *resident* Scheme Managers tied to one scheme, but a team of managers able to respond to your requests for help at any time you may need it. You will still be able to use the alarm system to contact our Monitoring Centre, and they in turn will get hold of the Duty Manager for you. Help will always be just the press of a button away!

### **What sorts of activities go on at each scheme?**

Most schemes have a range of communal activities but this depends on the wishes of the tenants themselves. Coffee mornings, bingo sessions and lunch clubs are common, but so too are trips to the theatre, London and the coast; whist drives, exercise sessions, singsongs, Christmas and Birthday parties, jumble sales, hairdressing.

### **Do I have to participate in these activities?**

All activities are for those who wish to participate; there is no obligation on anyone to take part. We do encourage you to join in, to help make everyone feel welcome and most importantly part of their community.

### **Can I come and go as I please?**

Yes of course, as a tenant of a sheltered scheme you live as independently as any other tenant. The principle behind sheltered schemes is that we provide that degree of support and security that enables you to continue living independently in your home for as long as you wish. It is NOT a nursing home with a matron, and it is NOT residential care where you may be treated as incapable of doing things for yourself.

### **Can I have visitors?**

Of course you can – it is your home. The only rules that apply are those that apply to all of us – that your visitors respect others living in the area and do nothing to cause nuisance or annoyance to others.

### **Who is eligible for sheltered housing?**

We would normally only house people over 50 years of age in our sheltered accommodation. In some exceptional circumstances, for example where there is a disabled applicant, we may be able to consider people who are younger

### **Do I pay extra for the Scheme Manager?**

Yes. The Scheme Manager provides a range of services and support, such as form filling, counseling, arranging social activities or liaising with other agencies on your behalf. They will only offer the support you need, but if you need help, perhaps through temporary illness when you are less able, then that support can be invaluable. If you are eligible for Housing Benefit you will also get help in paying the cost of the Scheme Managers' services.

### **What happens if my health deteriorates once I move into sheltered accommodation?**

Whilst many people stay fit and active into an advanced age others do not. If your health deteriorates, or if you cannot manage some tasks any more, the support of a sheltered scheme may enable you to remain in your home, we regard your home in a sheltered scheme as your home for life, or as long as you wish to remain there. If problems occur and for example you can no longer cope physically with a bath, we may be able to install a shower. Perhaps you may need the help of a carer to assist with shopping or cooking, all these services can be provided within your sheltered home.

### **Is my heating included in the cost?**

There is a separate charge for heating in most schemes. This covers both your heating and hot water, the charge is payable with your rent, but it is not covered by Housing Benefit so has to be paid in full.

### **Will the scheme manager cook any meals for me, or provide any medical help?**

No. it is not the role of the Scheme Manager to provide these services, but they will contact other agencies that do (Social Services, GPs) on your behalf should you wish or need them.

### **Who is responsible for any repairs that become necessary?**

The Council as your landlord is responsible for the repair and maintenance of your home, although this does not include your personal fixtures and fittings. We do provide a redecoration scheme for residents of our sheltered accommodation, and it is possible to apply for one room to be redecorated in your home every three years.

### **I currently own my own home; can I move into the Council's sheltered accommodation?**

Yes, it is possible. We would need to know the value of your current property, and that you do need sheltered accommodation. Please ask for an application pack from the Customer Services Team.

### **I still drive a car, what is the parking provision like?**

This varies from scheme to scheme – some have lots of space for parking and garages, whereas others have limited space. Wherever possible though we would try to ensure parking is available.

### **I've got a cat / dog – can I take them into sheltered accommodation?**

Generally speaking, pets are only allowed where access to your front door would lead directly to the outside. This is to avoid the possibility of pets making a nuisance of themselves in internal communal areas, which is obviously not acceptable. As a significant number of our schemes do not have such access directly to the outside it is best to check with each particular Scheme Manager to see if pets are permitted.

### **I currently live in a larger council house and cannot afford to move; could the Council help with this?**

Yes. In some circumstances the Council is able to help with the cost of removals, disconnection and reconnection of services such as the telephone and cooker, etc. Ask for a copy of our leaflet on "Assisted Moves"

### **Who could I contact if I have any other questions?**

This guide is intended to give a general view and answer some questions about sheltered housing. It cannot possibly answer every question you may have, or give specific detail on each scheme. If you would like to know more, please contact the Customer Services Team, or speak directly to a Scheme Manager – they will be happy to answer your questions, but please phone them during the hours shown under each scheme.

# Askes Court, Singleton



**Scheme Address:** Askes Court, Hoxton Close, Singleton. Ashford, Kent

**Scheme Details:** 12 one bedroom ground floor flats; 12 one bedroom first floor flats; 8 one bedroom bungalows; 1 no. two bedroom bungalow (adapted for disabled residents) and 1 three bedroom bungalow (adapted for disabled residents); there is parking provision on hard standings for approximately 15 cars

**Property Details:** Askes Court was built in 1986 and all dwellings are fully centrally heated with a gas-fired boiler and radiators; each dwelling is also fully double glazed and provides good sized, fully self-contained accommodation with a well-appointed kitchen.

**Gardens:** The scheme has limited communal gardens which are all maintained by the Council. There is a large patio area with garden furniture to the rear of the communal lounge

**Communal Facilities / Activities:** Communal lounge and laundry facilities; there is a communal kitchen which is used when catering for social functions for the scheme residents; w.c.s. There are regular coffee mornings and weekly bingo sessions are held twice a week. At various times through the year outings are organised to the theatre, seaside etc – really wherever the residents wish to go!

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** Askes Court is conveniently located within 100 yards of some local shops including a Post Office, a Chemist, an off licence and takeaway restaurants; there are also two doctors' surgeries within walking distance and good public transport links to Ashford. There are free buses to Tesco at Park Farm and Jempsons Supermarket in Peasmarsh, and a pay service bus to Sainsbury's. Locally there are also good walks around Singleton Lake with lots of birdlife, and the local pub!

# ***Baxendale Court, Newtown***



**Scheme Address:** Baxendale Court, Newtown, Ashford, Kent TN24 0PT

**Scheme Details:** 10 one bedroom bungalows, 12 two bedroom bungalows, and 2 three bedroom bungalows.

**Property details:** Baxendale bungalows were built in 1988, with all dwellings fully centrally heated with gas boiler and radiators; each dwelling is also fully double glazed and provides good sized, fully self-contained accommodation with a well-appointed kitchen.

**Gardens:** Each bungalow has its own small garden and to the rear of the communal lounge is a walled garden / patio

**Communal Facilities / Activities:** Communal lounge, kitchen and laundry facilities: there are regular sessions of bingo and games nights; parties to celebrate significant events and birthdays, and regular outings for as many residents who wish to go along.

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** There are a number of shops within a 5 minute walk including a Post Office, general shop and a hairdresser; similarly the bus stop with services to Ashford every hour is just a short walk away from the Scheme; you are just 10 minutes walk from a large ASDA supermarket and Ashford's Designer Shopping Village; the GP Surgery is 5 minutes by car and the scheme has parking for approximately 38 cars.

# ***Cotton Hill House, Hamstreet***



**Scheme Address:** Cotton Hill House / Cotton Hill Walk, Hamstreet, Kent TN26 2NL

**Scheme Details:** 16 one bedroom flats and 5 bed-sitting rooms over three floors; 12 one bedroom bungalows; guest room with two single beds;

**Heating System:** each flat and bungalow has radiators in every room (heating is communal via an oil-fired boiler)

**Gardens:** Cotton Hill House has extensive lawned areas, but it's most striking feature is the large pond which is a haven for birds and wildlife of all sorts

**Communal Facilities:** Communal lounge, kitchen and laundry facilities; communal bath / disabled shower / wc;

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** Hamstreet has its own Post Office, a well-stocked convenience store and small village shop selling newspapers etc. The village also has its own village hall, pub, numerous clubs and societies, and some wonderful views of the surrounding Kent countryside. The local GP surgery is only 200 yards from the scheme

# ***Danemore, Tenterden***



**Scheme Address:** Danemore, Beechy Path, Tenterden, Kent TN30 6RT

**Scheme Details:** 14 ground floor bedsits; 14 first floor bedsits; 4 one bedroom bungalows; lift to first floor; guest room

**Heating System:** Communal heating system providing radiators to all rooms

**Gardens:** Danemore has some lovely communal gardens providing quiet areas to sit and enjoy, and yet you are still only a few minutes walk from the centre of Tenterden

**Communal Facilities:** Communal lounge, kitchen and laundry facilities; communal bath / disabled shower / wc

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** Danemore is just a short walk away from Tenterden with all the facilities associated with this picturesque and historical town. It has just about all the shopping you are likely to need. It also has its own leisure centre, pubs, hotels, a church and numerous historical buildings.

# ***East Stour Court, Ashford***



**Scheme Address:** East Stour Court, Mabledon Avenue, Ashford, Kent TN24 8BG

**Scheme Details:** 8 ground floor one bedroom flats; 12 ground floor bedsits; 8 first floor one bedroom flats; 14 first floor bedsits; lift to first floor serves 10 flats

**Heating System:** Communal heating system provides radiators to all rooms in all accommodation

**Gardens:** East Stour Court has communal gardens and large patio areas to sit and enjoy

**Communal Facilities:** Communal lounge, kitchen and laundry facilities; communal bath / disabled shower / wc

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** East Stour Court is just a short bus ride away from Ashford town centre, and all the facilities associated with a major town. The scheme is also conveniently located for a nearby GP surgery and dentist a mile away from the main town of Ashford, and most local facilities (GPs, Dentists etc) are nearby

# ***Farrow Court, South Ashford***



**Scheme Address:** Farrow Court, Stanhope Road, Ashford, Kent, TN23 2RF

**Scheme Details:** 16 ground floor one bedroom flats; 16 first floor one bedroom flats; 4 one bedroom bungalows; lift to first floor.

**Heating System:** Each flat and bungalow has the benefit of communal gas fired central heating with radiators to every room

**Gardens:** Farrow Court has extensive gardens, mostly lawned but with some shrubs near the communal lounge; it also has a pleasant courtyard for seating

**Communal Facilities:** communal lounge, kitchen and laundry facilities; communal bath / disabled shower / wc. Farrow Court also adjoins the Age Concern "Eldercare Centre" where tenants are able to go along and join in a range of activities and (subject to availability) can have a cooked lunch; it also has the HomeBridge recuperative care facility adjoining it

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** Farrow Court is close to a range of local shops, and is well served by nearby bus stops; it is only a few minutes away from two large supermarkets, as well the other shopping facilities Ashford has to offer. There are nearby GP and dental surgeries

# ***Gerlach House, Kennington***



**Scheme Address:** Gerlach House, Beecholme Drive, Kennington, Ashford, Kent TN24 9RG

**Scheme Details:** 16 ground floor one bedroom flats; 17 first floor one bedroom flats; lift (or stairlift) to first floor; guest room; fully adapted communal bathroom for disabled clients

**Heating System:** Communal gas heating to every flat with radiators to every room

**Gardens:** Gerlach House has a good mixture of both lawned and planted areas, with a number of the tenants taking an active part in tending the gardens

**Communal Facilities:** Two communal lounges, kitchen and laundry facilities; / disabled shower / wc

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** Kennington has a range of local shops, and Gerlach House is close to both GPs and a dentist. The scheme also has its own dedicated bus service to Ashford town centre and the nearby Sainsbury's supermarket, each bus running once a week. There is a daily chemist delivery service to the scheme, as well as visiting chiropody, hairdressing and reflexology services too. (Small charges are made for these services)

# ***Little Hill, St. Michael's, Tenterden***



**Scheme Address:** Little Hill, Wayside, St. Michaels, Tenterden Kent TN30 6DF

**In December 2008 Ashford Borough Council committed to redeveloping the sheltered scheme at Little Hill as part of the “Excellent Homes for All” Private Finance Initiative (PFI) with Kent County Council. As such we are no longer letting dwellings at this scheme.**

**The intention is to redevelop the scheme into a new high quality extra care sheltered housing scheme. This should see 41 new dwellings with state of the art communal facilities being built for older people in the area.**

**It is hoped that work could start sometime in 2011**

**For more details please contact the Older Peoples’ Services team in the Housing Department.**

# ***Luckley House, Wye***



**Scheme Address:** Luckley House Wye Kent TN25 5DY

**Scheme Details:** 11 ground floor one bedroom flats; 10 first floor one bedroom flats; 24 one bedroom bungalows; lift to first floor; guest room

**Heating System:** Communal oil fired central heating to all flats, with radiators to every room; the bungalows have their own independent gas fired heating systems

**Gardens:** Luckley House has some delightful gardens with large areas of lawn and planting, including numerous trees. It also overlooks nearby fields and in places there are wonderful views of the downs

**Communal Facilities:** communal lounge, kitchen and laundry facilities; disabled wc; residents computer room

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** The village of Wye is one of Kent's prettiest, with a traditional village green, pubs and three churches. It is well served by local shops, as well as having good public transport links, including its own rail station with trains to Ashford, Canterbury and beyond. Wye also benefits from numerous clubs for a whole host of interests

# ***Monypenny, Rolvenden***



**Scheme Address:** Monypenny, Rolvenden, Kent TN17 4NF

**Scheme Details:** 12 ground floor one bedroom flats; 10 first floor one bedroom flats; 1 first floor two bedroom flat; 8 bungalows; lift to first floor; guest room

**Heating System:** All the flats benefit from communal gas central heating with a radiator in every room. The bungalows have their own separate heating systems

**Gardens:** Monypenny has largely lawned grounds, as well as some stunning views over the Kent countryside to the rear of the scheme

**Communal Facilities:** Communal lounge, kitchen and laundry facilities; communal wc

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** Rolvenden is a small rural village approximately 3.5 miles from Tenterden, the nearest town with major shopping and other facilities. Rolvenden itself has a church, two pubs, a convenience store which delivers once a week, a Post Office and numerous clubs and societies. The village also has a weekly farmers' market. There are regular buses to Ashford, Tenterden and Hastings. The scheme also gets weekly visits from the mobile library, has regular coffee mornings, evening lace-making classes and monthly themed music nights.

# ***Oakleigh House, South Ashford***



**Scheme Address:** Oakleigh House Ashford Kent TN23 5EL

**Scheme Details:** 10 ground floor one bedroom flats; 6 ground floor bedsits; 10 first floor one bedroom flats; 6 first floor bedsits; lift to most first floor flats; folding bed available for visitors

**Heating System:** Communal gas fired heating to all flats with a radiator to every room

**Gardens:** Oakleigh House has enclosed communal gardens with well maintained shrubs and lawns as well as a patio and seating area

**Communal Facilities:** Communal lounge, kitchen and laundry facilities; communal disabled shower

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** The scheme is within walking distance of local shops including a Post Office and chemist, three local GP surgeries, a dentist at nearby Singleton. There are frequent bus services to Ashford, a mobile chemist delivers to the scheme, and a Chiropodist and hairdresser also visit the scheme frequently. The mobile library comes fortnightly

# ***Pym House, Charing***



**Scheme Address:** Pym House Charing Nr. Ashford Kent TN27 0DW

**Scheme Details:** 5 ground floor one bedroom flats; 6 ground floor bedsits; 7 first floor one bedroom flats; 6 first floor bedsits; 4 two bedroom bungalows; lift to first floor; guest room

**Heating System:** Communal gas fired central heating to all flats, with radiators to every room; bungalows have their own gas fired boiler and radiators

**Gardens:** There are limited communal gardens at Pym House although the scheme does back on to playing fields

**Communal Facilities:** Communal lounge, kitchen and laundry facilities; disabled shower / wc

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** Charing has various local shops providing for most day to day needs. The village has the benefit of good public transport links, including its own train station. There are a number of pubs, a modern GP surgery; a nearby lawn bowls club, and several nice restaurants

# Summer Leeze Gardens & Breadlands Close, Willesborough



**Scheme Address:** Breadlands Close Willesborough Ashford Kent TN24 0YB

**Scheme Details:** 4 ground floor one bedroom flats; 4 first floor one bedroom flats; 9 one bedroom bungalows; 23 two bedroom bungalows; 5 three bedroom bungalows (specially adapted for disabled residents)

**Heating System:** The bungalows have individual gas fired heating systems, with radiators to each room; the flats have electric storage heaters

**Gardens:** There are only very limited communal gardens as the majority of residents in the scheme have their own gardens

**Communal Facilities:** Communal lounge, kitchen and some laundry facilities, disabled wc

**Scheme Manager:** Covered by the Duty Scheme Manager Service 24 hours a day 7 days a week. Contact via your alarm system or call 01233 – 642095

**Local Information:** Summer Leeze Gardens and Breadlands Close are about a mile away from Ashford town centre; there are public transport links to the town centre, the William Harvey Hospital and a local supermarket although the bus stops are a few minutes walk away; there is a small parade of shops again a few minutes walk away; there are GPs at the Willesborough Health Centre which is 10 – 15 minutes walk, although a local chemist does home deliveries. The scheme itself has a thriving social club with different activities, both in the scheme and further afield every month.