

SHELTERED HOUSING SERVICE



The Sheltered Housing service

The Sheltered Housing service is designed to provide good quality, safe and affordable homes for our older residents which assists residents to maintain their wellbeing and reduces social isolation.

The Sheltered Housing Team can provide the following services;

Full Sheltered Housing schemes

- A weekly meet and greet session for residents to discuss any issues relating to their home or general wellbeing
- Provide a coffee morning or afternoon tea with cake or biscuits
- Arrange regular activity sessions for residents which may include quizzes, craft sessions, guest speakers or games chosen by the residents. Day and time of these sessions will be advertised on the scheme notice board
- Undertake a yearly test of the alarm equipment in the property to ensure it is all working correctly and that the resident information is correct
- Undertake wellbeing visits to those who have been assessed as requiring this assistance

Over 60's accommodation

We will provide alarm equipment tests and residents information updates yearly at our properties which have this installed. We also provide wellbeing visits to those assessed as requiring this assistance.

Wellbeing service

The Sheltered Housing Team can provide wellbeing visits to those assessed as needing this assistance. This may be for one or more of the following matters.

- Assistance with managing a tenancy
- Social isolation – no local family or other support
- Assistance to access other services
- Assistance to claim benefits
- Hoarding
- Anti-social behaviour
- Neighbour nuisance
- Memory problems
- Recent bereavement
- Declining physical or mental health

If you feel you would benefit from the wellbeing service, please contact us.



Neighbourhood Services Team

The Neighbourhood Services Team will be visiting sheltered schemes to complete health and safety inspections of communal areas. The team is made up of 8 uniformed officers and anyone of them may visit to complete an inspection. If you do not know who someone is please ask for their identification.

Why do we do this?

As your landlord we have a duty to make sure the communal areas are safe and maintained to the correct standard.

What will we be doing?

- Check fire alarms and smoke detectors in communal areas (where they are present). Dates will be advertised on the scheme notice board
- Make sure that communal areas are clear of rubbish and unauthorised items
- Check that the cleaning is complete
- Inspect communal areas inside and outside

What we will do if there is a problem

- Report any faults for repairs
- Write to residents if any unauthorised items need to be removed

What you can do to help

- Please keep communal areas and corridors clear of items and waste
- Report any repairs
- Contact the team if you have any concerns



CONTACT US

Sheltered Housing

Email:

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Tel: 01962 855 335

Neighbourhood Services

Email:

neighbourhoodservices@winchester.gov.uk

Tel: 01962 848 400 and ask for the Neighbourhood Services Team



Alternative formats

If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by:

Phone

01962 840 222

Email

customerservice@winchester.gov.uk