



SHELTERED HOUSING

Guide for Applicants

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



Sheltered Housing

By Bedford Citizens Housing Association

Bedford Citizens was originally formed in 1957 and provides a range of modern, high quality retirement living housing and residential care in Bedford.

With BCHA's sheltered housing, you will have somewhere you can call home that offers the right amount of support, tailored to your needs.

BCHA offer a choice of accommodation that is designed to help maintain independence with the reassurance of an individual and regularly reviewed support plan.

Where is BCHA's Sheltered Housing?

Our schemes are both in desirable locations in Bedford with easy access to local amenities. Our sheltered housing schemes offer well designed, purpose built, flats.



Bedesman House

Duckmill Lane

At Bedesman House there are 31 flats and the scheme is located in a quiet cul de sac near Bedford's beautiful embankment. It is also within easy reach of the town centre and Bedford Market.



Maydenbury House

Kimbolton Road

Maydenbury House on Kimbolton Road has 30 flats in an attractive garden setting. It is close to shops and local amenities with Bedford's oldest Victorian Park just 5 minutes away.



What facilities are provided at the Schemes?



Primarily one bedroom flats



Free car parking



Communal lounge



Buggy parking



Laundry room



Communal gardens



Guest room (for visitors)



Lifts

What Services are available in Sheltered Housing?



Visits by a
Housing Co-ordinator



Weekly social activities



Careline Alarm Service



Individual Support Plans





Living in Sheltered Housing

Our Housing Co-ordinators provide a range of services in our Sheltered Housing schemes.

They will:

- ✓ Check on your well-being regularly as agreed with you
- ✓ Respond to emergencies within the scheme when on duty
- ✓ Assess and agree your support needs regularly
- ✓ Request a doctor to visit if you are ill
- ✓ Request Medication reviews, Occupational Therapy referrals, nurse visits and support with care packages
- ✓ Provide you with help to arrange personal or domestic support you may require
- ✓ Provide help 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. utilities connection
- ✓ Assist residents to arrange activities.

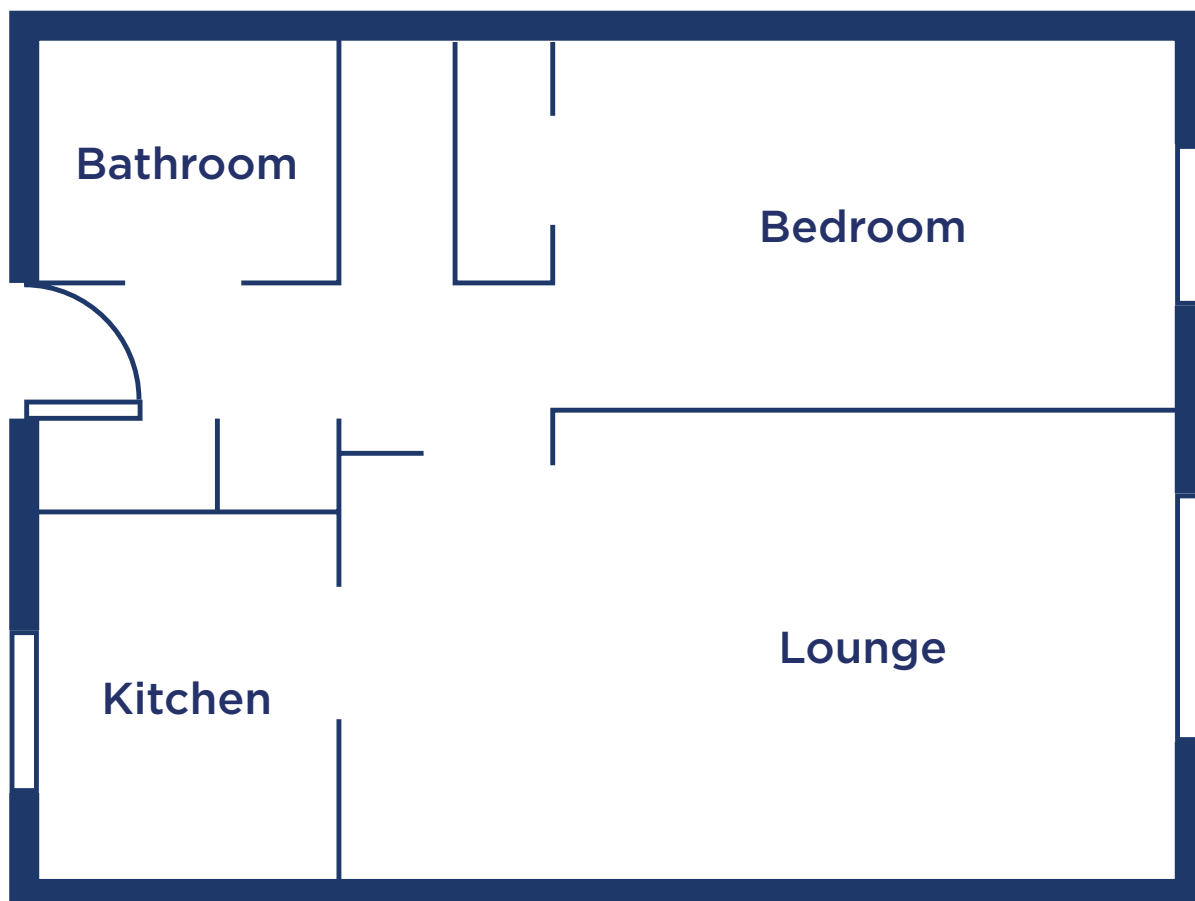
They are unable to:

- ✗ Provide personal care/nursing care, or administer any medication but are happy to help you access such services
- ✗ Provide shopping, laundry, cleaning, prescription collection service, or meals.



About the flat

An example floor plan of a Sheltered Housing Flat layout.



About your rent

Rents for our properties are set using a government formula and are reviewed every year. Service charges are only set to cover costs that are incurred to provide services.

What does the Service Charge include?



Covers a percentage of staff costs



Emergency alarm system and fire alarm maintenance



External window cleaning and gardening



Lighting and heating of all communal areas



TV aerials maintenance

Service charges are based on actual costs of service provided.

Service charges are reviewed annually and tenants are consulted regularly on changes to these charges.

How do I apply?

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

Full details are available online at www.bchal.org

By telephone on **01234 321400** or email enquiries@bchal.org



A copy of this brochure in large font or different languages can be requested.



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