



Services for older people



What is sheltered housing?

Our sheltered housing provides independent living for older people in a secure and safe environment. We have a variety of sheltered schemes located across the district made up of flats and bungalows.

Support services are available for our customers to help them live independently. These are provided by Connection FS (CFS) and are free of charge. CFS will carry out an assessment of your needs to see whether they can help you.

Typical services will include budgeting advice and signposting to other agencies including Adult Care, aiming to increase your overall health and wellbeing. They will also organise and promote social activities within our sheltered schemes and the wider community.

For more details about the support services they offer, please contact CFS on 01296 484322 or email them at connect@connectionfs.org.

Some of our schemes will have their own communal facilities which can be used by our customers including communal lounges and their own laundry. Please check with us on 01494 476100 if you would like more information about the facilities available at each scheme.

Who can apply for sheltered housing?

If you are aged 60 or over or if you are approaching 60 and have special reasons for needing sheltered housing, such as a medical condition, you may apply to live in sheltered housing.

To apply for sheltered housing you need to be:

- An existing Red Kite tenant or registered social landlord tenant
- Registered on the housing waiting list or through Bucks Home Choice.

If you would consider moving into a home for which there is a lower demand, we will also consider your application even if:

- You own your own home
- You live outside our district

If you would like to speak to someone about applying for sheltered housing, please call us on 01494 476100.

What happens if there is an emergency?

Bucks County Council offer a Telecare alarm to those customers who want the service. If you choose to receive this service, you can contact Centra's call monitoring service 7 days a week, 24 hours a day if you require help in an emergency by pressing the button on your lifeline unit or by pressing your pendant.

To receive the service you must have a telephone landline. In some cases the service may be provided free of charge. Otherwise the current cost is £4.20 per week, payable to Bucks County Council. For more details about the Telecare service, please contact Bucks County Council Telecare on 01296 387720 or by email at: telecare@buckscc.gov.uk.

Aids and adaptations

If you or a member of your family is elderly or disabled, you may need some adaptations to your home for example, ramps, hand rails, bathroom adaptations, a stair lift or a lower work surface in the kitchen. We may be able to help with this so please call us on 01494 476100.

Sheltered housing scheme budgets

Each scheme receives an annual budget of £50 per tenanted home, which they can choose to spend on whatever they like. You may choose to spend it on something for your communal lounge or garden, e.g. a bench or entertainment system. There needs to be agreement with everyone at the scheme about the work that is carried out.

TV licence

New tenants moving into sheltered housing will be responsible for paying their own TV licence. If you are aged 75 or over, you will qualify for a free television licence.

Cookers

For safety reasons, we cannot allow you to have a gas cooker if your flat shares a common entrance or hallway. Gas cookers may be allowed in sheltered bungalows.

Pets

You will need our written permission to keep any pets. However, please remember that dogs and cats cause problems, particularly where there are no gardens. You are responsible for making sure that your pet is looked after and does not cause a nuisance. If it does, you will need to re-home your pet.

Keys

For your own safety, you must not change your locks or put in more locks unless you have our agreement in writing. This is to make sure that we can use a master key to get into your home quickly if there is an emergency. If you would like extra keys cut for your home, please contact us on 01494 476100 and we will arrange to do this for a small charge.

Electric scooters & buggies

For health and safety reasons, you are not allowed to park scooters or buggies in communal areas, or use electricity from the communal areas to recharge them. Please make your own arrangements to store and recharge this equipment.

Communal gardens

We are responsible for looking after communal gardens, but we would encourage you to help improve your communities by getting involved yourself and encouraging your neighbours to do the same.

Each year, we hold a garden competition that you can enter. It doesn't matter if you have a small border or hanging baskets - entries of all shapes and sizes are welcome. Look out for more information in our digital newsletter.