



**E**njoy your **independence** free from the worries of insecurity and home maintenance. If you are concerned about your health, you may feel better knowing there's **someone to call on** - just in case. Whatever your circumstances, whether you rent or own your own home, you can apply to live in our **retirement housing**.

This **question and answer** leaflet will guide you through **applying** to live in Housing 21 accommodation and will help you make the **right choice** for you.

### DO YOU HAVE ANY OTHER QUESTIONS?

We appreciate that moving house is a big decision and will do all that we can to support and help you. If you would like any further information or advice, please contact our Lettings & Marketing team at:

Housing 21, 9 Avro Court , Ermine Business Park  
Huntingdon, Cambs PE29 6WG

**T: 0845 606 6363**

E: [lettings@housing21.co.uk](mailto:lettings@housing21.co.uk)

[www.housing21.co.uk](http://www.housing21.co.uk)

### EQUALITY AND DIVERSITY

The aim of Housing 21 is that all those who come into contact with the Association – whether they be residents, applicants for housing or jobs, care users, staff, community groups, statutory bodies or other partner agencies – experience an organisation that clearly values and embraces diversity, and one that strives to uphold its Equality and Diversity Policy and achieve equality of opportunity.

For further details of our equality and diversity policy, please contact us.



If you need this information in a different format such as large print, Braille or another language, please contact us.

Housing 21 is a charitable industrial and provident society.

# RETIREMENT HOUSING

## HOW TO APPLY



If you are thinking about moving into **retirement housing**, you may want to consider one of Housing 21's **sheltered** or **extra care** courts.

## WHO ARE HOUSING 21?

Housing 21 has been around for over 40 years and is a leading specialist in sheltered housing, extra care housing and care services for older people.

We own and manage over **13,500 properties** in **370 courts** all over England, mostly suitable for those of retirement age. As a registered housing association, we are a not for profit organisation with charitable status and charge affordable rents and service charges. We are committed to promoting independence and choice for older people through quality housing, care and support.

## WHAT TYPE OF HOUSING DOES HOUSING 21 OFFER?

### Sheltered housing

In our rented sheltered retirement housing, you will find your own spacious self-contained apartment or bungalow, which is specially designed with older people in mind and easy to maintain.

Most properties are in groups of individual apartments, built around communal areas and known as 'courts'. You will have full use of a range of communal facilities, such as a lounge, laundry, pleasant gardens and a guest room where family and friends can stay.

Your apartment will be equipped with a fitted kitchen and bathroom, digital television point and a 24-hour emergency call system.

### The court manager service

Most Housing 21 courts have a professionally trained court manager to provide support and a management service, for example:

- **organising maintenance** and repairs to apartments and communal areas
- maintaining **regular contact** and checks to ensure the well-being of all residents
- arranging **practical support** such as help with shopping and domestic

chores, preparing meals, dealing with personal affairs to personal care

- **offering advice** on welfare benefits.

In all our courts we do our best to promote a lively and social environment where you can choose to join in activities if you feel like company or enjoy your privacy when you don't.

We encourage residents to remain active participants in the local community and provide many opportunities for involvement in the decision making process of Housing 21 through tenant partnership programmes.

### Extra care housing

Our extra care courts are sheltered housing but providing 24 hour care provision from fully trained on-site care and support teams, with special adaptations and additional design features for those who need a bit of extra help. The application process for extra care housing differs to that of sheltered

housing, so if you would like more information, please contact us.

### **Leasehold**

As well as rented sheltered and extra care housing, a number of leasehold and shared ownership properties are also available in a variety of locations around the country. If you would like further information on these properties please contact our Leasehold office at Huntingdon on 0870 192 4400.

### **Family**

Most of our properties are for people aged 60+, however we have a limited range of family properties and details can be obtained from our Lettings & Marketing team.

### **APPLYING FOR SHELTERED HOUSING FOR RENT**

#### **Can anyone apply?**

Yes, we welcome all applicants over the age of 60, regardless of whether you rent or own your present home, are retired or still working part-time. On a small

selection of courts the age criteria has been reduced so people aged 55 will also be considered. We operate an open policy housing register based on date order.

#### **How do I apply?**

It's simple! There are a number of ways to apply:

- All you need to do is **complete the housing application form** enclosed to join our waiting list. If for any reason you haven't received one, please contact the Lettings and Marketing team. The forms are also available on our courts and at our offices.
- **Call our Lettings and Marketing team.** They will offer you help and advice over the phone on our properties, vacancies, specific area information and range of services. Alternatively one of our Lettings Officers can guide you through the application process over the phone

and help arrange a viewing.

- **The Housing 21 website** can also provide useful information about our homes and services - **[www.housing21.co.uk](http://www.housing21.co.uk)** or email us on **[lettings@housing21.co.uk](mailto:lettings@housing21.co.uk)**.

Please note that any information provided on the application form is confidential and will only be made available to those dealing with your application.

#### **Can I visit a court?**

Yes, our court managers will be happy to show you round. We positively encourage court visits to ensure the accommodation and services meet your needs. Just call the Lettings & Marketing team and they will give you information including details of vacancies and contact details for the court you wish to visit.

#### **If I decide to apply, what happens next?**

Once we have received your completed application, you will be placed on our

housing register, which is kept in date order. You are welcome to apply for more than one scheme.

Housing 21 let homes in the following order:

- **Priority applications** (extreme housing need cases). Some applicants will have an urgent need for re-housing and will be given priority over the housing register e.g. people facing homelessness, harassment, domestic violence and people living in extremely unsuitable conditions. Housing 21 has a Housing Need Assessment Panel that considers and prioritises cases of exceptional housing need.
- **Local authority nominations or partnership agreements.** There is an arrangement with most of Housing 21's properties that a percentage of them will be let to applicants from the local authority. This is called a nomination

and most agreements are usually for around 50% of our vacancies.

- **Direct applications/HOMES applicants.** In most cases you can apply directly to us but Housing 21 also works with other agencies from time to time and receives details of possible applicants. Once your application has been received you will then be added to the normal housing register in date order. HOMES applications are managed slightly differently in that applicants are referred to us.
- **Internal transfers.** Existing Housing 21 tenants may apply for a transfer, either within the same court or to a different Housing 21 property and will be added to the waiting list in strict date order, unless that tenant has an extreme housing need.

When a vacancy arises, the applicant at the top of the housing register

will be invited to view the property, accompanied by the court manager or other Housing 21 representative. If a formal offer of accommodation is made, you will be told when the tenancy is likely to start and the terms and conditions of the offer and tenancy.

#### **How much will I have to pay?**

The rents and service charges vary from court to court depending on the locality and the exact service provided, but rest assured that, as a not for profit housing association, we provide accommodation that is affordable. We have a policy of setting reasonable rents to suit people on low incomes. Some people will also be eligible to claim housing benefit to help meet their housing costs and we can offer you advice on this. If you would like more detailed information, contact our Lettings and Marketing team, who will be able to tell you current rents and service charges for whichever courts you are interested in.