

## How do I apply for a sheltered property?

Please see separate leaflet 'Applying for a home with MossCare'.

**If you would like to know more please contact the Supported Housing Team on 0161 226 4211**

**Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.**



### Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:  
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

### French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :  
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

### Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલીફોન કરો અથવા આ સરનામે લખો "The MossCare Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

### Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:  
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

### Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:  
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

### Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:  
MossCare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

MossCare Housing Head Office  
101 Great Western Street  
Moss Side  
Manchester M14 4AA  
Tel: 0161 226 4211  
Fax: 0161 226 8752

[information@mossCare.org.uk](mailto:information@mossCare.org.uk)  
[www.mossCare.org.uk](http://www.mossCare.org.uk)

MossCare Housing  
Neighbourhood and Community  
Liaison Team East  
New Roundhouse  
1328-1330 Ashton Old Road  
Openshaw  
Manchester M11 1JG  
Tel: 0161 371 6570  
Fax: 0161 370 9170

Carrbrook Housing Co-operative  
1 Broadbent Close  
Carrbrook  
Stalybridge SK15 3LJ  
Tel: 01457 832195  
Fax: 01457 838943

**Textphone for all offices: 0161 226 2222**

Registered Charitable Housing Association No. 18877R.  
Registered with the Tenant Services Authority.



# A guide to sheltered housing



# A guide to sheltered housing

## What is sheltered housing?

Sheltered housing is the name given to properties built for people over the age of 60 years. It is usually linked to a 24-hour emergency call service.

## Is sheltered housing like a care home?

No, sheltered housing is not like a care home. Residents live independently in self-contained flats, in a block of flats. The block has communal spaces for residents to meet and socialise. There are other facilities offered as part of sheltered housing such as:

- A resident scheme manager or daily onsite scheme manager
- A lift
- A secure door entry system
- Communal facilities (laundry/guestroom/lounge/kitchen)

## Can my family stay overnight?

Sheltered schemes are normally made up of 1 bed 1 person and 1 bed two person flats. Because of this there is usually a guestroom on each scheme. Residents can book the guest room for friends and relatives to stay over. A small fee will be charged for the room booking.



## Other types of sheltered housing

Some sheltered housing schemes are designed for people over the age of 55 years. These are also linked to a 24 hour monitoring service and may have a part time scheme manager on site. These schemes do not have lifts. All residents have ground floor entrances to their own flats and may not have any communal facilities other than the gardens.

## Are there any parking facilities?

Yes, all of the sheltered schemes have allocated parking areas for residents.

## What are the costs?

The cost for living in this type of property is made up of 4 separate parts. These are as follows:

- Rent (cost for individual property)
- Service Charge (for communal services e.g. lighting)
- Heating & Hot Water Charge (Gas supply for heating/hot water)
- Supporting People Charge (housing related support provided by the scheme manager)

If you are on a low income you may be able to claim Housing Benefit and Council Tax rebate to assist with the cost for your rent and service charges. If you receive any housing benefit, Manchester City Council will pay the Supporting People charge. You would have to pay the charge for heating & hot water. This would be in place of a gas bill.

## The Supporting People Fund

Supporting People is a fund that pays for the housing related support given to all residents living at the sheltered scheme. The Supporting People Fund covers the scheme manager to do the following:

- Contact residents daily
- Check on health and wellbeing
- Make referral to health providers
- Check on support and care services
- Report repair and maintenance
- Check scheme security
- Advise residents on home security

This helps residents to live in their homes and to develop or maintain independent living skills.

Scheme managers will ensure that every resident has their needs assessed and that a support plan is in place. The support plan is put together and agreed by the resident and scheme manager. Support plans are reviewed at a set date or when asked for by a resident.

## What other costs would I have?

You are responsible for paying your utility bills i.e. electric and water. You will also need a TV Licence if you are under the age of 75. Sheltered schemes are normally subject to a Concessionary TV Licence.