

SHELTERED RESIDENTS' HANDBOOK

When you move please leave this handbook in the property

Sheltered Accommodation



**Cameley Green, Cleeve Green,
Newton Road, Pennard Green,
Shaws Way, Waterloo Buildings
and Woodhouse Road,
Twerton, Bath**

Sheltered Housing offers. . . .



a home for life



**independence
and privacy**



support when needed



your 'own front door'



companionship



Information the way you want it

This handbook gives you information on the support services we provide and aims to answer any queries you may have. For general tenancy information, please see your tenants' handbook 'A Guide to Living in Your Home'.

Please contact us if you need large print, audio, Braille or a translation on 01225 366000.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے
ہم آپ کے لئے فراہم کر سکتے ہیں۔

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ
ਦੁਬਾਰੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ
ਕਰ ਸਕਦੇ ਹਾਂ।

HINDI

यदि आंग्रेज़ी आप की पहली भाषा नहीं है और आप को
अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर
सकते हैं।

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন
অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને
ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

POLISH

Jeżeli angielski nie jest twoim podstawowym językiem
i wymagasz interpretacji, skorzystaj z naszych usług.

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch,
chúng tôi sẽ giúp quý vị một bản.

CANTONESE

如果英文不是您的第一語言，而您需要翻
譯的話，我們可以為您安排。

ITALIAN

Se l'inglese non è la vostra prima lingua e vi
occorre una traduzione, ve la possiamo fare noi.

SOMALI

Haddii Ingiriisku aynu ahayn afkaaga kowaad oo aad u
baahan tahay furjumaad, annagaa kuu samayn kama.

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Useful Telephone Numbers

Somer Community Housing Trust (the Trust)

| | |
|---|--------------|
| Neighbourhood Sheltered Housing Office | 01225 366331 |
| Sheltered Housing Team Manager | 01225 366167 |
| Sheltered Housing Supervisor | 01225 366195 |
| Housing Services Officer (tenancy issues) | 01225 366182 |
| Repairs & Servicing | 01225 366111 |

Emergency numbers

| | | |
|-------------------|--------------|---------------|
| Emergency repairs | Office hours | 01225 366111 |
| | Out of hours | 0845 245 0566 |

| | | |
|-----------------------|---|---------------------------------------|
| Police/Fire/Ambulance | Emergencies only | 999 |
| Electricity | To report a power cut | Contact your own electricity supplier |
| Gas: Transco | To report gas leaks | 0800 111 999 |
| Police station | Non-emergencies | 0845 456 7000 |
| Water: Wessex Water | To report problems with supply and sewerage | 0845 600 4600 |

Other useful numbers

| | |
|---|---------------|
| NHS Direct (helpline day or night) | 0845 4647 |
| Royal United Hospital | 01225 428331 |
| B&NES Council main switchboard | 01225 477000 |
| B&NES benefit advice | 01225 477777 |
| Income support and housing benefit | 0845 301 3011 |
| Supporting People subsidy | 01225 396496 |
| The Pension Service | 0800 991 234 |
| Attendance and disability allowance | 0845 712 3456 |
| Disability Information and Advice Line (DIAL) | 01302 310123 |
| Help the Aged Seniorline | 0808 800 6565 |
| Age Concern | 01225 466135 |
| Citizen's Advice Bureau (CAB) | 01225 463333 |
| Bath & NES Racial Equality Council (BREC) | 01225 442352 |
| Support Against Racist Incidents (SARI) | 01179 525652 |
| Crimestoppers | 0800 555 111 |
| Victim Support | 01761 432212 |
| Samaritans | 0845 790 9090 |

Scheme Information and Local Amenities*

**Cameley Green, Cleeve Green, Newton Road, Pennard Green,
Shaws Way, Waterloo Buildings and Woodhouse Road,
Twerton, Bath**

Accommodation

In addition to the sheltered scheme at Quebec, the Trust has 59 sheltered one-bedroom bungalows in Twerton. Apart from two bungalows at Waterloo Buildings near Twerton High Street, all of the properties are located near Shaws Road and Newton Road. All of the bungalows have their own private gardens.

Services

Refuse: General refuse is collected every Wednesday morning. Refuse for recycling is collected every Monday. Garden waste is collected fortnightly on a Friday.

Local Amenities

Shops and services

There is a local convenience store near St Michael's Junior School on Newton Road, which is within easy walking distance. There is a range of shops a short bus ride away at Twerton High Street which includes a supermarket/post office, chemist, baker, newsagent, fish and chip shop, and a community Credit Union centre. There is a weekly market held every Thursday in the car park of the local football club. The shops and services available in Bath's city centre are easily accessible by bus.

Clubs, charities and voluntary organisations

- Salvation Army, Green Park Rd, Bath 01225 400051
- Social Club at Bath City F.C.
- Various activities are held in the Millennium Village Hall.

Churches and places of worship

Some of the nearest places of worship/religious groups are:

| | |
|---|--------------|
| Church of England: St Michael's, Twerton, Bath | 01225 421438 |
| Methodist: The Triangle, Oldfield Park, Bath | 01225 425230 |
| Baptist: The Triangle, Oldfield Park, Bath | 01225 707594 |
| Roman Catholic: St Alpheges, Oldfield Lane, Bath | 01225 424894 |
| Muslim: Bath Islamic Centre, 8 Pierrepont Street, Bath | 01225 460922 |
| Baha'l Faith: 40 Sheridan Road, Twerton, Bath | 01225 426725 |
| The Hindu Temple, 163b Church Road, Redfield, Bristol | 01179 351007 |
| Ramgarhia Sikh Temple, 81-83 Chelsea Road, Bristol | 01179 554929 |
| The Bristol Progressive Synagogue, 43 Bannerman Road, Bristol | 01179 541937 |

Transport

There is a regular bus services to Twerton High Street and Bath City Centre via Newton Road.

First Bus 0870 608 2608
Dial-a-Ride (door-to-door, fully accessible minibus service) 01225 335019

* as at 2007

An Introduction to Sheltered Housing

The aim of sheltered housing is to provide accommodation suitable for older and/or disabled people and support them to live as independently and comfortably in their own homes for as long as possible.

The Trust has 63 sheltered housing schemes in Bath and North East Somerset. They are all served by a Sheltered Housing Officer trained to provide a quality support service to residents. These schemes range from clusters of individual properties to larger developments of flats and bungalows with communal facilities, such as community rooms, laundries and guest rooms. We also have schemes where all the flats are under one roof. All of our accommodation is self-contained.

Pets are permitted although there may be some restrictions on cats and dogs in enclosed schemes. Residents are responsible for their pet's behaviour in and around the scheme and for any damage or nuisance it may cause.

Where there is a community room, residents organise regular and varied social activities for everyone to join in if they wish. Where a scheme has a guest bedroom, priority for use is given to the family or close friends of residents who are ill and need support. We provide pillows and duvets, but residents should supply their own sheets, pillow cases and towels for the use of their guest. Bedding is available in an emergency but must be laundered and returned to the Sheltered Housing Officer after use. Charges are £8.00* for two people and £5.00* for one person per night, payable by cheque.

All of our sheltered homes are fitted with a speech alarm system, with pull cords connected to Invicta Lifeline's control centre (Invicta) which provides 24-hour cover every day. Residents may also have pendants and can call for help at the press of a button.