

SHELTERED RESIDENTS' HANDBOOK

When you move please leave this handbook in the property

Sheltered Accommodation



**Clutton,
Farmborough and
Pensford**

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 aanu 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 366334
Sheltered Housing Team Manager	01225 366167
Sheltered Housing Supervisor	01225 366195
Housing Services Officer (tenancy issues)	
Hillcrest & Warwick Gardens	01225 366156
Meadway & Tilley Close	01225 366186
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*

Clutton, Farmborough and Pensford

These schemes, located in rural villages on or to the east of the A37, are generally small and do not have their own community centres, but social activities are held in local village halls. Warwick Gardens, Clutton, and Meadway and Tilley Close, Farmborough, (but not Hillcrest, Pensford) are within easy access of Midsomer Norton and Radstock.

Warwick Gardens, Clutton

Warwick Gardens has 10 one-bedroom bungalows. There is a post office and butcher in the village, which is at the bottom of a long hill, and a mobile greengrocer service calls weekly. There are regular bus services to Temple Cloud, Paulton, Midsomer Norton, Radstock, Bath and Bristol. There is a twice-weekly service to Weston-Super-Mare and a coach service every Wednesday to the Radco store in Radstock. There is a bus stop nearby.

Meadway and Tilley Close, Farmborough

Meadway and Tilley Close are located in a quiet village off the A39. There are four one-bedroom bungalows and one two-bedroom bungalow at Meadway and eight flats and eight one-bedroom bungalows at Tilley Close. The village, which is a short walk away, has a post office / general store, a bakery, a hairdresser and village hall. There are bus services to Midsomer Norton, Bath, Keynsham and Bristol. The local church runs a Good Neighbours service to the doctor's in Timsbury and the Royal United Hospital. The service is voluntary and users make a donation.

Hillcrest, Pensford

This scheme comprises 12 one-bedroom bungalows. There is only a post office / grocer in the village, but a mobile greengrocer calls once a week. It is a 10-minute walk uphill from the village and this scheme is best suited to people with their own transport. There is a regular bus service to Bath, Bristol and Wells, and a weekly bus service to Keynsham.

Refuse collection

Scheme	General refuse	Recycling	Garden waste (fortnightly)
Warwick Gardens	Mon	Fri	Thur
Meadway & Tilley Close	Tue	Fri	Mon
Hillcrest	Wed	Fri	Fri

Transport

First Bus

0870 608 2608

Ring and Ride (door-to-door, fully accessible minibus service)

01761 418097

Churches and places of worship

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

Church of England: St Thomas a Beckett's, Pensford / All Saint's, Publow	01761 490221
St Augustine's, Clutton All Saints, Farmborough	01761 479311
Baptist: West Road, Welton, Midsomer Norton	01761 418973
Methodist: The Church Centre, High Street, Midsomer Norton	01761 410450
Bristol Road, Farrington Gurney	01761 418998
Roman Catholic: Church of the Holy Ghost, Midsomer Norton	01761 235111
Muslim: Bath Islamic Centre, 8 Pierrepont Street, Bath	01225 460922
The Hindu Temple, 163b Church Road, Redfield, Bristol	01179 351007
Ramgarhia Sikh Temple, 81-83 Chelsea Road, Bristol	01179 554929
The Progressive Synagogue, 43 Bannerman Road, Bristol	01179 541937

* 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.