



CASTLEHILL HOUSING ASSOCIATION

INDEPENDENT LIVING



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Our Independent Living Schemes across Aberdeen, Aberdeenshire and Moray offer housing for older people in a safe and secure property with staff onsite to provide housing management services. These schemes promote independence with the capacity to signpost tenants to other services as their needs change to allow them to live independently in the home for as long as possible.

Properties are self-contained flats or cottages designed to meet the requirements of people aged over 55 or with a medical or physical disability.

Properties may feature grab rails, level access showers, lower baths, and high-level electric sockets. All properties are accessible, flatted properties are no higher than two floors or have a lift. Most schemes have communal facilities, and this can include a communal lounge, laundry facilities, and guest rooms. Many schemes have an active social element for those who like to be involved.



ONSITE GUIDANCE AVAILABLE

Our well-trained staff have duties they will carry out to ensure you continue to live safely and independently in your home.

- Undertake Health and Safety tasks in relation to the building and common areas.
- Assist you in an emergency when onsite.
- Report communal repairs.
- Have regular contact with tenants to discuss housing and property issues.
- Assist in reporting housing management or property-related issues that arise.
- Provide information on permissions required in relation to your tenancy for example pet permissions.
- Help with basic form filling for tenancy-related matters for example helping you complete a housing benefit form.
- Assist with community alarm applications.
- Signpost you to agencies that can support you to remain independent in your home for as long as possible.
- Promote independent living by giving guidance on adaptations
- Share local knowledge, services and agencies, and social activity opportunities
- Help tenants promoting their social events when possible.

Community Alarm

Tenants can be assisted to apply for a Community Alarm from the Local Authority. The Community Alarm is connected to the regional Communication Centre (RCC). The Local Authority will invoice you for this service. You can apply for a Community Alarm at any time during your tenancy. RCC is staffed 24 hours per day, 365 days per year by trained operators who can deal with a range of situations that may arise, including:

- A fall or other accident which requires medical attention
- Any health problems which requires urgent medical attention
- An intruder
- An assault where the police need to be notified
- Fire



RCC hold information including personal details, medical or mobility information, GP details and emergency contact information. It is a requirement of the application to provide two emergency contacts who can attend your property if an alarm is raised. In addition to the standard Community Alarm package there is other equipment that can be installed to support you in your home as your needs change.

If Community Alarm is not suitable for you, there are alternatives. Your Scheme Co-ordinator can signpost you to websites where you can find information on alternative options.

Financial Assistance

Assistance is available to help meet rent and service charges payable to Castlehill through welfare benefits administered by the local authority or Department of Work and Pensions.

You can ask for help with completing the relevant paper or online forms from your Housing Officer.

Emergency Access

In the event of an emergency staff can access your property using a master key to assist where they are able to.



Please note that scheme co-ordinators cannot

- Carry out daily welfare checks
- Manage finances, pay bills or handle cash for you
- Provide personal care or help with housekeeping
- Carry out maintenance in your property
- Bring prescriptions to your home or administer medication
- Drive or attend appointments with you

To be considered for an Independent Living Property

If you would like to be considered for a property, please register with These Homes. www.thesehomes.com and complete an online registration form.

