



WHAT IS VERY SHELTERED HOUSING?

The accommodation provided in Castlehill's four very sheltered housing schemes in Banchory, Dyce, Mintlaw and Aberdeen includes enhanced facilities; Tenants have access to daily meal provision in a dining room at each scheme and there are links to day care facilities in some schemes and access to other provisions such as assisted bathing. Staff in very sheltered housing are on duty 24 hours each day to provide support to tenants.

This support is provided in conjunction with individual care arrangements which recognises the needs and choices of individuals. Castlehill do not employ the staff who provide services in our very sheltered housing schemes, the relevant Housing Support/Care providers will give tenants information about their services.

Very sheltered housing may provide an alternative option for older people who require more support and care than available in our Independent Living housing.



TO BE CONSIDERED

To apply for Castlehill Very Sheltered Housing ideally you should register and apply through These homes although we will accept a nomination from Aberdeen City Council if you have an application with them.

To be eligible for Very Sheltered Housing you **MUST** be aged 60 or over. If you are younger, you must have a particular need to live in a very sheltered housing environment.

In order to be considered for Very Sheltered Housing (VSH) within Aberdeen City applicants will require an Assessment of Needs to be completed and approved by the VSH panel. For further information about this please contact Castlehill on 01224 625822.

All assessments must be approved by the Very Sheltered Panel before any formal offer of housing can be made.

Community Alarm

Community Alarm is installed throughout the scheme and in the individual properties, which allows contact between tenants and staff when they are on duty. When staff are not on duty the Community Alarm system is connected to the Regional Communication Centre (RCC). 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 about each tenant including personal details, any medical or mobility information, GP details and emergency contact information. When you move into your tenancy, the Scheme Co-ordinator will complete the relevant form with you, and this will be shared with RCC. If your information changes, it is important that you update the Scheme Co-ordinator so your information with RCC remains up to date.

As well as pullcords installed in your home, a pendant can be provided to activate the community alarm. This is often issued to tenants who are prone to falls or have mobility problems.

In addition to the standard Community Alarm equipment we provide, there is other equipment available to tenants, which can be sourced privately. The Scheme Co-ordinator can signpost you to organisations that provide these additional resources.

Rent and Assistance

Tenants living in Castlehill's Very Sheltered Housing are required to pay a monthly rent and service charge to the Association. This covers the cost of providing and maintaining the property and services such as the upkeep of communal areas and equipment. Rent and service charges vary between individual properties and schemes as they are based on the size and type of accommodation, services and facilities provided. These are reviewed annually.

Further information about this is provided in the Scottish Secure Tenancy Agreement which every tenant receives when they 'sign up' for their accommodation.

Assistance is available to help to meet rent and service charges payable to Castlehill through welfare benefits which is administered by local councils or DWP.

To be considered for a Very Sheltered 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.

