

SHELTERED HOUSING



Windlaw Court, Birgidale Road,
Castlemilk, Glasgow, G45 9SH

ABOUT WINDLAW COURT

Windlaw Court is situated in the Castlemilk area on the south side of Glasgow. A range of local shops and a doctor's surgery are near to the development, as well as a good bus service for the local area. The development itself is made up of 35 one-bedroomed flats located over two floors.

All flats are individually metered and each resident is responsible for payment of their own bills to their electricity provider.

There are cooking facilities in the properties powered by electricity and gas. Residents must supply their own cookers and have them installed by an authorised installer.

What is sheltered housing?

Sheltered housing is aimed at the over 60s. Most developments have a secure main entrance and all properties have their own front doors.

Properties usually have one or two bedrooms and are linked to a community alarm service, allowing residents to call for help 24 hours a day.

Communal facilities

Windlaw Court features a high quality, fully furnished communal lounge and kitchen. Residents are free to use the lounge as they please. Residents are also free to invite friends and neighbours to join them here.

We may require on occasion to use the lounge for meetings and the room may also be used by outside groups in which case a charge will be levied to the group using it.

A communal laundrette includes modern washers and tumble driers and there are drying areas in the garden.

Hanover looks after the gardens however if space allows we can often make a patch available to individuals to look after.

A communal aerial is provided, with a socket in every living room, therefore an individual aerial is not necessary.

Car park

A car park is provided for use of residents and visitors to the development. It is not possible to allocate car parking spaces to individual residents.

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Guest bedroom

Windlaw Court features a well-equipped guest bedroom for visiting friends or relatives. For a small fee to cover costs the bedroom can be booked up to two months in advance. Priority bookings are given to relatives of a resident who is ill.

Alarm system

All the properties are fitted with a community alarm system, which allows residents to summon help in an emergency.

Maintenance

As the landlord of the development, we're responsible for carrying out certain repairs to make sure your property and the communal areas are well maintained and that certain things are safe.

You can find more information on this in the Scottish Secure Tenancy Agreement which you sign when you become a tenant. We'll ensure your property is in good condition when you move in and we expect you to maintain the internal decoration.

Pets

Pets are welcome but we must know if residents are planning to keep them. If residents have a dog they must exercise them outside the development's grounds.

Tenants' contents insurance

We provide contents' insurance from as little as £2 a month. Or, if you prefer, you can arrange for your own cover; but you must let us know if you want to do this. Get in touch with us to find out more.

What is a Development Manager?

Windlaw Court features a Development Manager who works at the development. The DM has a wide range of responsibilities, from helping out in emergencies, reporting day-to-day repairs, giving information on services we and other organisations offer and managing day-to-day upkeep of the development. They often give residents a daily call to ensure everything is ok and can help out with benefits advice as well as liaising with GPs, nursing services and local authorities.

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Housing Officers

Each development has a dedicated Housing Officer who acts as the main contact between the development and Hanover's offices. They will regularly visit and meet with residents to discuss any housing or personal issues you may have. They're more than happy to meet residents as a group or to make appointments to meet you individually in the comfort of your own home.

Council tax

Residents are responsible for paying council tax directly to the local authority.

Annual development meeting

Each year, we invite every resident to come to an annual development meeting, usually held in the lounge or somewhere nearby.

They usually take place in the autumn and it's a good opportunity for residents to discuss issues relating to the development.

Communications and consultations

We're committed to effective communication with residents.

We promise to communicate and consult in a variety of ways, including writing, visiting residents to discuss matters or calling extra development meetings.

To find out more about Windlaw Court or to apply for a property, call **0141 553 6300** or email **westinfo@hanover.scot**