

VERY SHELTERED HOUSING



Tollgate House, North Street
Armadale EH48 3QH



ABOUT TOLLGATE HOUSE

Tollgate House is situated near Armadale town centre close to shops including a supermarket and pharmacy. The medical practice is next door and there is a swimming pool and gym nearby. There is a regular bus service connecting to the railway station which provides trains to both Glasgow and Edinburgh. The three storey development, served by a lift, has 22 properties all of which are fully self contained with separate lounge, kitchen and bedroom.

We provide two cooked meals a day - typically a two-course meal at lunch time and a high tea in the evening.

Meals are prepared by our on-site staff and served in our dining room. We offer a varied menu taking into consideration personal choice, seasonally available fresh produce and all dietary requirements.

All catering costs are included in the monthly charges.

What is Very Sheltered Housing?

Very sheltered housing is aimed at frailer older people. Residents have their own flat and can live as independently as they please, but support staff are on site 24 hours a day and quality, nutritious meals are served in an attractive communal dining room.

All properties feature a good sized living room with a separate bedroom, a shower room or wet room, and a kitchenette.

Heating and Hot Water

There is underfloor central heating throughout the development provided from a gas central boiler which also produces the hot water supply. In each flat there is a thermostat in the livingroom and bedroom for adjusting heat for individual requirements.

Communal facilities

Tollgate House features two high quality fully furnished communal lounges, one with kitchen facilities. Residents are free to use these lounges as they please.



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Residents may also invite friends and neighbours to join them here.

Hanover may sometimes need 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 private laundry for residents' own use, or by care at home staff on their behalf, is also provided. It has automatic washing machines and tumble driers.

Hanover maintains the development gardens. However, should anyone wish to have a small plot for gardening it may be possible to arrange this. A communal TV aerial is provided, with a socket in every living room, therefore an individual aerial is not necessary. There is also a communal Sky TV satellite dish.

What Staff Work at Tollgate House?

At Tollgate House, a Very Sheltered Housing Manager manages the overall development and the staff who work there.

Each resident has a Support Worker as a Key Worker who helps residents to be as active or independent as they want, liaises with relatives and organisations like community health services and social work departments and looks after any related administration. The local Social Work Department will provide care according to your assessed needs.

Guest bedroom

Tollgate House 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 an alarm system which enables residents to make contact with staff or in their absence with the alarm control centre.

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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 £2.20 a month. Or you can arrange for your own cover; but residents must let us know. Get in touch with us to find out more.

Council Tax

The properties fall into Council Tax band B. 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 Tollgate House or to apply for a property, call **01501 734052** or email **eastinfo@hanover.scot**. Applications for housing can also be made online at www.homeforyou.org.uk. You can also take a look at our website - **www.hanover.scot** - for information.