

GENERAL NEEDS HOUSING



Stonecrosshill, Elgin

ABOUT STONECROSSHILL

Stonecrosshill is a General Needs development, built in 2019. It is situated in an established residential area approximately two miles from the centre of the historic cathedral city of Elgin.

In the town centre there is a wide range of amenities including a hospital, leisure & sports centre, library, two high schools, primary schools and nurseries, shops, parks and a train station. There is also a regular bus service to Aberdeen and Inverness.

The development features 16 units, including two 4 bedroom semi-detached houses; ten 3 bedroom terrace houses and four single bedroom cottage flats.

What is General Needs Housing?

General needs housing is for anyone over 16. Stonecrosshill has been built with single person, couples or families in mind.

Cooking and Laundry Arrangements

Cooking is by electricity. Residents must supply their own cookers and have them installed by an authorised installer.

Each property has washing machine outlets for resident's own machines.

Repairs and Maintenance

As a landlord, Hanover has responsibility for certain repairs, under the Scottish Secure Tenancy Agreement. Residents have a responsibility to maintain the internal decoration of the property and ensure that their homes are kept in good order.

Heating and Hot Water

Hot water and heating is provided by an external air source heat pump.

Electricity

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

Satellite TV Aerial

There are sockets in the living room and bedroom, providing signals for Freeview.

There is a satellite point in the living room, which is ready for connection to providers such as Sky, BT or Virgin.

The tenant is responsible for the subscription to a satellite/cable TV supplier. Permission will be required first.

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Car Parking

A car park is provided for the use of residents and visitors to the development.

Pets

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

Rents and Services Charge

The accommodation is let to the tenant by the Association as a Scottish Secure Tenancy, under the provisions of the Housing (Scotland) Act 2001.

The monthly payment due to the Association includes both rental charge and service charge. The rental charge is set by the Association annually and covers the costs of providing, managing and maintaining the property.

The service charge covers the costs of services provided by the Association, including housing management services and grounds maintenance.

A schedule listing the services applicable to your development is attached to your tenancy agreement.

Both rental and services charges are eligible for housing benefit and residents should apply to the local council housing benefit section for this.

The Association reviews these charges in April each year.

You may choose to make your rent and service charge payments to Hanover by direct debit or bank giro credit transfer.

Universal Credit

If you receive Universal Credit please ensure that you update your portal if your rent changes.

Failure to do so may limit your payments. This can only be undertaken by the individual receiving Universal Credit.

Council Tax

Residents are responsible for paying their own council tax to Moray Council.

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Housing Officer

The housing officer acts as the main contact between the area office and the residents. They will visit developments and are available to residents who may wish to discuss housing or personal matters.

If you wish to be visited at home by the housing officer, you can make the necessary arrangements by contacting the area administrative officer.

Annual Development Meeting

At least one meeting will be held each year in a convenient location and all residents are invited. Meetings will take place in the autumn, after the financial statements have been issued, (normally August or September).

Liaison and Consultation

It is the Association's policy to consult residents on significant matters which might arise. Hanover will do this in a variety of ways, including writing to residents, visiting residents to discuss matters or calling development meetings.

Gardens

Hanover maintains, through the Service Charge, all the communal grassed and planted areas in the development.

The houses have gardens to the rear and the front and tenants are responsible for the upkeep of these.

The flats rear gardens will be maintained by the Association for which these tenants will pay additional sums, through the service charge.

Playpark

The playpark consists of a range of apparatus including swings, two spring horses and a treehouse with a slide. Hanover will maintain the playpark through the service charge.

To find out more about Stonecrosshill - or to apply for a property - email: northinfo@hanover.scot