

# SHELTERED HOUSING



Glen Grove, Newtonmore PH20 1BJ

# ABOUT GLEN GROVE

Glen Grove is a sheltered housing development situated in the picturesque Newtonmore, close to the Cairngorm mountain range in the heart of the Scottish Highlands.

Whilst retaining the quaint features of a village, Newtonmore also has a good selection of amenities within the local area, and is located on a bus route with easy access to Inverness and Perth.

The development itself is made up of 19 flats in a two-storey block with a lift, and 10 cottages. A Sheltered Housing Manager is onsite from Monday to Friday to help out in an emergency and to help with the day-to-day running of the development.

Glen Grove is served by a central oil-fired boiler, providing a constant source of central heating and supply of hot water to each property. Each property has a radiator in every room and the cost of heating and hot water is included within the rent figure.

All properties are individually metered and each property is billed separately for their electricity usage. There is a space in each kitchen for an electric cooker - but residents must supply their own cookers, and get them installed by an authorised installer only.

## **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**

Glen Grove features a high quality, fully furnished communal lounge and kitchen. Residents are free to use the lounge as they please.



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A communal laundrette includes modern washers and tumble driers and the communal gardens also feature rotary driers.

Hanover looks after the gardens however if space allows we can often make a patch available to individuals to look after. There is also a limited amount of communal parking spaces, however plenty of on-street parking is available very nearby.

Glen Grove features a communal TV aerial, meaning there is no need to install an individual aerial. Depending on certain circumstances, we can sometimes buy a communal TV licence, meaning residents over retirement age may not need to buy individual licences. We can give you more information on request.

## **Alarm system**

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

## **Guest bedroom**

Glen Grove features a well-equipped guest bedroom for visiting friends or relative. 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.

## **Maintenance of your property**

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.

## **Can I bring a pet?**

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.

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## **Tenants' Contents Insurance**

We provide contents' insurance from as little as £1.50 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 are Sheltered Housing Managers?**

Glen Grove features a Sheltered Housing Manager (SHM) who works at the development.

The SHM 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 the 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.

## **Council tax**

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

## **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.

## **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 Glen Grove, or to apply for a property, call 01343 548585 or email [northinfo@hanover.scot](mailto:northinfo@hanover.scot)**