

# HOUSING WITH CARE



Linkwood View, Elgin,  
IV30 6GQ

# ABOUT LINKWOOD VIEW

Linkwood View, Elgin is a purpose built development with innovative, high quality services including dementia, wheel chair adapted and Extra Care facilities. The accommodation provides 30 individual two-bedroom flats with additional communal facilities. Tenants will have access to care and support provided by onsite staff.

Local shopping facilities and amenities are easily accessible with a bus stop situated near the development providing a regular service throughout the day. There is also a local train station.

Hanover provides care staff on site to meet your agreed assessed care need, commissioned by the local authority. Staff will provide housing support and care provision.

Residents will be able to access staff on a 24/7 365 days a year basis. All residents will be provided with person centred care to suit individual needs. This care will be responsive to changing circumstances. Overnight care will also be provided.

## Electricity Charges

Electricity costs are the responsibility of the resident. All flats are fitted with meters.

## Alarm System

All properties on the development are fitted with an alarm system, which allows tenants to summon help in an emergency. It enables tenants to make immediate contact with the staff, or in their absence with the alarm control centre. A pull cord to activate the alarm is situated in every room.

Advice on how to use the alarm system will be given to every tenant when they move in.

## Smart Technology

In addition to the community alarm to all flats, there are also specialist aids for the dementia friendly flats which utilise the most recent developments in technology enabled care.

## Heating and Hot Water

Hot water and heating are provided from a central boiler. All flats are heated by an air source heat pump and residents are charged monthly for this.

## Residents' Lounge

There is a communal lounge on the ground floor and a smaller one on the second floor that can be used by all residents.

## Wifi

Wifi is available to all flats and communal areas throughout the development.

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## Laundry

There are no communal laundry facilities on the development. Each flat has been plumbed for a washing machine and there are drying areas to the rear and side of the building.

## TV Aerial/Satellite

Freeview and satellite access is provided in your lounge and both bedrooms as well as in communal areas.

## Concessionary TV Licence

New tenants under the age of 75 years will be entitled to a concessionary TV licence.

New tenants aged 75 years or over will be entitled to a free concessionary TV licence.

## Gardens

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

## Council Tax

Residents are responsible for paying their own council tax to Moray Council. Dementia friendly flats may be exempt.

## Tenants' Contents Insurance

We provide contents insurance for as little as £1.00 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.

## Car Park

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



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## 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's grounds.

## Annual Development Meeting

At least one meeting will be held each year in the communal lounge, to which all residents are invited. The meetings will take place in the autumn of each year, after the financial statements have been issued, (normally August/ September).

## Repairs and Maintenance

Hanover, as landlord, has responsibility for certain repairs, under the Scottish Secure Tenancy Agreement. You have a responsibility for maintaining the internal decoration of the accommodation, which will be in reasonable decorative order when you move in. You are also responsible for ensuring that your home is kept in good order.

## Liaison and Consultation

It is Hanover'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 the matters and/or call further development meetings if required.

## Welcome Pack

All residents will be provided with a welcome pack at the start of their tenancy.



To find out more about Linkwood View - or to apply for a property - call 0800 111 4646 or email [northinfo@hanover.scot](mailto:northinfo@hanover.scot).