

# SHELTERED HOUSING



Netherport, Elgin,  
IV30 1PP



# ABOUT NETHERPORT

Netherport is located in Elgin, the administrative capital of Moray. The development is conveniently situated in Lossie Wynd, in the town centre. The library, Cooper Park and the St Giles Shopping centre are all just a short walk away, along with all the other facilities you would expect in a town centre.

This sheltered housing development is made up of 20 flats in four blocks and one cottage.

A Sheltered Housing Manager is on site five days a week to help with day-to-day enquiries and to look after the development.

## 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.

## Alarm service

All properties are linked to a community alarm service, allowing residents to call for help 24 hours a day.

Living in a development like Netherport offers a number of useful features.

The development is served by a gas-fired central boiler which provides central heating and a constant hot water supply to every flat and to the communal areas.

There is space for an electric cooker in every property's kitchen. Residents must ensure they arrange for installation of the cooker by an approved installer.

In addition, all properties feature full double glazing.

Typical kitchen



Typical communal lounge

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## **Communal features**

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

A communal laundry includes modern washers and tumble driers.

Netherport features a communal TV aerial, meaning there is no need to install an individual aerial.

## **Gardens**

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

## **Car park**

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

## **Council tax**

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

## **Guest bedroom**

Netherport 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 will ensure your property is in good condition when you move in and we expect you to maintain the internal decoration.

# ABOUT NETHERPORT

## **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.

## **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?**

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.

## **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 are 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 Netherport - or to apply for a property - call **01343 548585** or email **northinfo@hanover.scot**.