

AMENITY HOUSING



Charles Close & Forsyth Close,
Elgin, IV30 1DE

ABOUT CHARLES CLOSE & FORSYTH CLOSE

This amenity development consists of 2 closes at 95-101 High Street, Elgin and is of considerable architectural and historical interest. It is located immediately behind the High Street, which is the town's main shopping centre. Public transport is available nearby to various parts of Elgin, also to Aberdeen, Forres and other surrounding areas.

The development comprises 17 flats on three levels. There is no lift.

All of the flats have full gas central heating with a radiator in every room. The central heating also provides hot water.

The flats are individually metered and residents are responsible to the for payment of all gas bills.

Cooking facilities are electric and there is space in every kitchen for residents to arrange for the installation of an electric cooker.

Each property is individually metered and residents are responsible for paying for their own electricity supply.

What is amenity housing?

Amenity housing is for more active older people. Each property is a flat or cottage, with its own front door. Most have one or two bedrooms and features can include grab rails, level floors and walk in showers.

Communal facilities

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

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



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Alarm system

All the properties are fitted with a community alarm system, which allows residents to summon help in an emergency 24 hours a day.

The type of call alarm system varies from development to development. Some are located in your home and need a telephone line to function properly. If this is the case, but you don't want a telephone line, let us know as alternatives are also available.

Maintenance

As the landlord of the development, we are 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.

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 £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.

Council tax

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 somewhere nearby.

They usually take place in the autumn and it's a good opportunity for residents to discuss issues relating to the development.

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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.

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 are more than happy to meet residents as a group or to make appointments to meet you individually in the comfort of your own home.

To find out more about Charles Close & Forsyth Close or to apply for a property, call **01343 548545** or email **northinfo@hanover.scot**

