

SHELTERED HOUSING



Mercer Court, Innerleithen, EH44 6QB

ABOUT MERCER COURT

Mercer Court is a sheltered housing development in the pretty town of Innerleithen, in the Scottish Borders. The town features a wide selection of amenities, including shops, post office and doctor's surgery – all within a couple of hundred yards of the development. A bus service links the town with Galashiels, where the new Borders Railway passes through.

The development contains 28 one-bedroom properties along with one two-bedroom and one three-bedroom flat.

A Development Manager is on site five days a week to help out in an emergency and to look after the day-to-day administration of the development.

What is sheltered housing?

Sheltered housing is aimed at the over 60s and security is paramount. At Mercer Court, there is a secure main entrance and each property has its own front door.

Mercer Court is classed as a 'housing with care' development.

Hanover works in partnership with Scottish Borders Council to offer residents their own personal care delivered by Hanover's own on-site staff. The service is flexible as staff are not under the same time pressures as visiting care services, and the type of care package can be easily adjusted depending on the residents' needs.

Staff are on site from 7am until 10pm and can respond to additional care needs during this time.



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All of the properties feature a good sized living room, kitchen, wet floor shower room and a separate bedroom.

They have double glazing and are heated by gas central heating. Each kitchen features space for an electric cooker.

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.

Communal facilities

Mercer Court features a fully furnished and carpeted lounge with a small kitchenette. Residents are free to use the lounge as they please and invite friends and neighbours to join them here.

Hanover may on occasion require to use the lounge for meetings and the room may also be used by outside groups in which case a charge will be levied to the group using it.

A communal laundry features modern washers and tumble driers and the communal gardens also feature rotary driers.

Gardens

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

Car parking

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.

TV Aerial

A communal TV aerial is provided, with a socket in every living room, meaning individual aerials aren't required.

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.

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Guest bedroom

Mercer Court features a well-equipped guest bedroom for visiting friends or relatives. 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

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'll ensure the property is in good condition when a tenant moves in.

Tenants' contents insurance

We provide contents' insurance from as little as £1.50 a month. You can arrange your own cover, but you must let us know if you want to do this. Get in touch with us to find out more.

WIFI

There is secure, free WIFI available in the communal lounge.

Annual Development Meeting

Each year, we invite every resident to come to an Annual Development Meeting. They usually take place in the autumn and it's a good opportunity for residents to discuss other 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.

Housing with Care Manager

The Housing with Care Manager acts as the main contact between the area office and the residents. She visits the development regularly and is available to residents who may wish to discuss housing related or personal matters. If you wish to be visited at home by the manager you can make the necessary arrangements by contacting the Development Manager or the area administrative officer at area office.

To find out more about Mercer Court or to apply for a property, call 0131 557 7404 or email eastinfo@hanover.scot