

SHELTERED HOUSING



Hersbruck Court, Ramsay Lane
Lossiemouth, IV31 6NF

ABOUT HERSBRUCK COURT

Lossiemouth is a pretty coastal town in Moray, six miles north of Elgin. It features a range of small shops and essential facilities, all close to the development, as well as bus links to nearby Elgin. A regular bus service also runs from just outside the development into the town centre.

This sheltered development is situated just to the north of Sunbank Park and is made up of 19 mainly one-bedroomed flats and cottages.

A Sheltered Housing Manager works on site four days a week and is available to help out in emergencies and to look after the day-to-day administration of 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.

Living in a development like Hersbruck Court offers a number of useful features.

Heating is provided in each room by means of electric radiators. Water is heated by immersion heaters. The wall and immersion heaters are on the white meter system and are charged at off-peak rates.

There is space for an electric cooker in every property's kitchen. In addition, all properties feature full double glazing.

Alarm service

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



ABOUT HERSBRUCK COURT

Communal features

Hersbruck Court 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 and the communal gardens also feature rotary driers.

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

Gardens

Hanover looks after the 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. It is not possible to allocate car parking spaces to individual residents.

Guest bedroom

Hersbruck Court 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 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.

ABOUT HERSBRUCK COURT

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.

Council tax

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

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.

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 Hersbruck Court - or to apply for a property - call **01343 548585** or email **northinfo@hanover.scot**.