

# SHELTERED HOUSING



Glenfield Court, Galashiels, TD1 2UD



# ABOUT GLENFIELD COURT

Glenfield Court is quietly located on Glenfield Road West just outside the centre of the market town of Galashiels. The history-rich area is situated in stunning countryside, and the development is within a short walk of pretty river walks as well as bus stops, supermarkets and the other town centre facilities.

This sheltered development is made up of 30 mainly one- and two-bedroom flats, situated over three levels, all of which are served by a lift.

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 Glenfield Court, there is a secure main entrance and each property has its own front door.

Glenfield 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 very 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.

## **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.



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All properties feature a good sized living room with a separate bedroom. They also have shower rooms or wet rooms, and a kitchen. The flats all boast double glazing and are heated by gas central heating. Each kitchen features space for an electric cooker.

## **Communal facilities**

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

Hanover may on occasion need 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.

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

## **Gardens**

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

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.

## **Guest bedroom**

Glenfield 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.

## **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.

# ABOUT GLENFIELD COURT

## **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 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.

## **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 Glenfield Court or to apply for a property, call 0131 557 7404 or email [eastinfo@hanover.scot](mailto:eastinfo@hanover.scot)**

