

# SHELTERED HOUSING



Creighton Court, Kilmarnock KA3 2ED

# ABOUT CREIGHTON COURT

Creighton Court is situated in the north of Kilmarnock, in the Onthank area. There is a small range of shops and other amenities within walking distance, as well as a bus stop with regular services into the town centre where a wide range of shops and other amenities can be found.

The development is made up of 31 mostly one bedroomed flats and bungalows. 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.

Creighton Court features electric storage heaters with one in each room apart from bathrooms which have panel heaters.

All flats are individually metered and residents are responsible for payment of their own bills.

Every property features high quality double glazing and kitchens have the facility to cook by electricity, but you must remember to supply your own cooker and have it installed by an authorised installer.

## **Sheltered housing**

Creighton Court is a sheltered housing development. Aimed at the over 60s, the flats have a secure main entrance and all properties have their own front doors.

Properties usually have one or two bedrooms and are linked to a community alarm service, allowing residents to call for help 24 hours a day.

## **Communal facilities**

Creighton Court features a high quality, fully furnished communal lounge which has its own small kitchen. Residents are free to use the lounge as they please.

A communal laundry includes modern washing and tumble driers. There are also drying areas with rotary driers in the garden to use during fine weather.

There is also a communal garden. Hanover looks after the gardens however if space allows we can often make a





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patch available to individuals to look after.

Creighton Court features a communal TV aerial, with a socket in every room, meaning there is no need to install an individual aerial.

## **Guest bedroom**

Creighton 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.

## **Alarm System**

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

## **Maintenance**

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'll 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 you have a dog you must exercise them outside the development's grounds.



Typical guest room

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## **Tenants' Contents Insurance**

We provide contents' insurance or, if you prefer, you can arrange for your own cover; but you must let us know if you want to do this.

## **Development Managers**

The Development Manager has a wide range of responsibilities, from helping out in emergencies, 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**

Hanover Court 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.

## **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 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're 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 Creighton Court or to apply for a property, call **0141 553 6300** or email **[westinfo@hanover.scot](mailto:westinfo@hanover.scot)**