

SHELTERED HOUSING



West Park Court, High Street,
Elgin, IV30 1BT

ABOUT WEST PARK COURT

West Park Court is located in the centre of the historical city of Elgin. All useful shops and other amenities are located nearby including the local health centre and post office. There is a bus stop just outside of the development and Elgin railway station is only half a mile away.

There are 37 flats in the development in a single three storey block which is served by a lift.

There is a Development Manager on site on all weekdays who helps with the general upkeep of the development and provides help to residents when required.

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.

Alarm service

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

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

Heating is provided in each room by means of electric radiators. Water is heated by immersion heater. Each flat is individually metered and is charged at off-peak rates.

There is space for an electric cooker in every property's kitchen. Residents must ensure they arrange for installation of the cooker by an approved installer.

In addition, all properties feature full double glazing.



ABOUT WEST PARK COURT

Communal features

West Park 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.

The development 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 and visitors to the development. It is not possible to allocate car parking spaces to individual residents.

Guest bedroom

West Park 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 WEST PARK 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

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

What are Development Managers?

The Development Manager 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 to 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 West Park Court - or to apply for a property - call **01343 548585** or email **northinfo@hanover.scot**.