

# SHELTERED HOUSING



Alexandra Court, Alexandra Avenue,  
Prestwick, KA9 1BF

# ABOUT ALEXANDRA COURT

Alexandra Court is located on the north side of Alexandra Avenue in a resident area of Prestwick. It is close to the centre of Prestwick and within easy reach of shops, the railway station and Prestwick International Airport.

There are 21 one-bedroom properties in the development with a mix of flats over two storeys and cottages.

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 Alexandra Court offers a number of useful features.

The scheme is heated by electric storage heaters. There is one in each separate room and all bathrooms. Most of these are manually operated.

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.



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## **Communal features**

Alexandra 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**

Alexandra 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'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.

# ABOUT ALEXANDRA 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 is a Development Manager?**

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 and managing the day-to-day upkeep of the development.

## **WiFi**

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

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