




# Very Sheltered Housing

**Tollgate House, North Street  
Armadale EH48 3QH**





# About Tollgate House

**Tollgate House is a very sheltered development located next door to a medical practice and close to shops including a supermarket, newsagents, and pharmacy. There is a regular bus service connecting to the railway station which provides trains to both Glasgow and Edinburgh.**

## What is very sheltered housing?

Very sheltered housing is aimed at frailer older people. Residents have their own flat and can live as independently as they please, but support staff are on site 24-hours a day and quality, nutritious meals are provided.

## Our properties

There are 22 one-bedroom flats spread over a three-storey block, with a lift serving each floor. 9 flats are for single occupancy and 13 are for couples.

Each property has a good sized living room, separate bedroom, shower room and a kitchenette. All properties feature full double glazing and heating is included in your rental charge. There is underfloor central heating throughout the development provided from a gas central boiler, which also produces the hot water supply.

For added security and peace of mind, properties are connected to a 24-hour alarm system.

## Catering

We provide two cooked meals a day - typically a two-course meal at lunch time and a high tea in the evening.



Meals are prepared by our on site staff and served in our attractive communal dining room. We offer a varied menu taking into consideration personal choice, seasonally available fresh produce and all dietary requirements. All catering costs are included in the monthly charges.



## Communal facilities

Tollgate House features two high quality, fully furnished communal lounges, one with a kitchenette area. Residents are free to use the lounges as they please.

Residents may also invite friends and neighbours to join them here. There is a car park with limited spaces for use by residents and their visitors.



Hanover may sometimes 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 private laundry for residents' own use, or by care at home staff on their behalf, is also provided. It has automatic washing machines and tumble driers.

Hanover maintains the development gardens. However, should anyone wish to have a small plot for gardening it may be possible to arrange this.

A communal aerial is provided, with a socket in every living room, therefore an individual aerial is not necessary. There is also a communal Sky TV satellite dish.

WiFi is also available in the communal areas free of charge.

Assisted bathing facilities are available for those who require it.

## Guest bedroom

Tollgate House 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.

## Maintenance

As the landlord of the development, we're responsible for carrying out repairs to make sure your property and the communal areas are well maintained and 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 residents have a dog they must exercise them outside the development's grounds.

### **Tenants' Contents Insurance**

We provide contents' insurance from as little as £1.00 a month. Or you can arrange for your own cover; but residents must let us know.

### **What staff work at Tollgate House?**

At Tollgate House, a Very Sheltered Manager manages the overall development and the staff who work there. This includes our cooks, domestic assistants and support workers.

Each resident has a Support Worker as a Key Worker who helps residents to be as active and independent as they want. They can liaise with relatives and organisations, such as Community Health Services and Social Work Departments, and can look after any related administration. The local Social Work Department will provide care according to your assessed needs.

Staff are on-site 24hrs, however Telecare staff take calls between 10pm and 8am and will notify on-site staff to assess the situation, if required.

### **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 Tollgate House or to apply for a property, call 0131 557 7404, email [eastinfo@hanover.scot](mailto:eastinfo@hanover.scot) or apply online at [www.homeforyou.org.uk](http://www.homeforyou.org.uk)**

