

VERY SHELTERED HOUSING



Tollgate House, North Street
Armadale EH48 3QH

ABOUT TOLLGATE HOUSE

Tollgate House is located next door to a GP surgery 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. There are 22 flats spread over a three-storey block, with a lift serving each floor.

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 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.

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 served in an attractive communal dining room.

All properties feature a good sized living room with a separate bedroom, a shower room or wet room, and a kitchenette.

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

Communal facilities

Tollgate House features two high quality, fully furnished communal lounges and a single kitchen. Residents are free to use these lounges as they please.

Residents are also free to invite friends and neighbours to join them here.



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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.

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.

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.

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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 £1.50 a month.

Or you can arrange for your own cover; but residents must let us know.

Get in touch with us to find out more.

What staff work at Tollgate House?

At Tollgate House, a Very Sheltered Manager manages the overall development and the staff who work there.

Each resident has a Support Worker who helps residents be as active or independent as they want, liaises with relatives and organisations like community health services and social work departments, and looks after any related administration.

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 or email eastinfo@hanover.scot