



Very Sheltered Housing

**Victoria Court, 15a Victoria Street,
Hamilton, ML3 0LQ**

About Victoria Court

Victoria Court is situated in the Whitehill area of Hamilton. There are good local bus services linking to nearby supermarkets and the town centre.

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

The development is made up of 14 one-bedroom and 8 two-bedroom flats, situated over two floors with a lift.

Each property has a separate living room, bathroom and kitchenette. All properties feature full double glazing and are heated by gas central heating (which is included in your rental charge).

For added security and peace of mind, properties are also connected to a 24-hour community alarm, which allows residents to summon help in an emergency.

Catering

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



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

Victoria Court features a high quality, fully furnished communal lounge. Residents are free to use the lounges as they please.

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.



Residents are free to invite friends and neighbours to join them here. There is a communal car park within the developments grounds.

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.

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

Assisted bathing facilities are available for those who require it.

Guest bedroom

Victoria Court 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 Victoria Court?

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

Each resident is matched to a Link Support Worker who maintains the residents' Housing Support Plan. The Link Support Worker helps residents to be as active or independent as they want, and liaises with relatives and organisations like community health services and social work departments.

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 Victoria Court or to apply for a property, call 0131 557 7404 or email eastinfo@hanover.scot

