

GENERAL NEEDS HOUSING



Britannia Place, Cuthbert Gardens and McCall's
Avenue, Ayr, KA8 9AD and KA8 9AJ

ABOUT BRITANNIA PLACE

Britannia Place, Cuthbert Gardens, North Park Avenue and McCall's Avenue form a modern, attractive General Needs development that was completed in February 2019. The development is situated in the heart of Ayr and has good links to local amenities and transport.

The development features 22 properties, which are a mix of two and four bedroom homes and also features a childrens play area and space for parking.

What is General Needs Housing?

General needs housing is for anyone over 16. Britannia Place has been built with single person, couples or families in mind.

Cooking and Laundry Arrangements

Cooking facilities are supplied by electricity or gas. Residents must supply their own cookers and have them installed by an authorised installer. Each property has washing machine outlets for resident's own machines.

Repairs and Maintenance

As a landlord, Hanover has responsibility for certain repairs, under the Scottish Secure Tenancy Agreement.

Residents have a responsibility to maintain the internal decoration of the property and ensure that their homes are kept in good order.

Heating and Hot Water

Hot water and heating is provided by a combination boiler.

Electricity

All flats are individually metered and each tenant is responsible for payment of their own bills to their chosen electricity provider.

Satellite TV Aerial

Satellite television is provided by Sky Q and the tenant is responsible for managing their subscription to the supplier. Permission will be required before installation can take place.

Car Parking

A car park is provided for the use of residents and visitors to the development.

Pets

Pets are welcome but we must know if residents are planning to have them.

ABOUT BRITANNIA PLACE

If residents have a dog they must exercise them outside the development grounds.

Rents and Services Charge

The accommodation is let to the tenant by the Association as a Scottish Secure Tenancy, under the provisions of the Housing (Scotland) Act 2001.

The monthly payment due to Hanover includes both rental charge and service charge. The rental charge is set by Hanover annually and covers the costs of providing, managing and maintaining the property.

The service charge covers the costs of services provided by Hanover, including housing management services and grounds maintenance.

A schedule listing the services applicable to your development is attached to your tenancy agreement.

Both rental and services charges are eligible for housing benefit and residents should apply to the local council housing benefit section for this.

Hanover reviews these charges in April each year.

You may choose to make your rent and service charge payments to Hanover by direct debit or bank giro credit transfer.

Universal Credit

If you receive Universal Credit please ensure that you update your portal if your rent changes.

Failure to do so may limit your payments. This can only be undertaken by the individual receiving Universal Credit.

Council Tax

Residents are responsible for paying their own council tax to South Ayrshire Council.

Housing Officer

The housing officer acts as the main contact between the area office and the residents.

They will visit developments and are available to residents who may wish to discuss housing or personal matters.

ABOUT BRITANNIA PLACE/ CUTHBERT GARDENS

If you wish to be visited at home by the housing officer, you can make the necessary arrangements by contacting the area office.

Annual Development Meeting

At least one meeting will be held each year in a convenient location and all residents are invited. Meetings will take place in the autumn, after the financial statements have been issued, (normally August or September).

Liaison and Consultation

It is Hanover's policy to consult residents on significant matters which might arise. Hanover will do this in a variety of ways, including writing to residents, visiting residents to discuss matters or calling development meetings.

Gardens

Hanover maintains, through the Service Charge, all the communal grassed and planted areas in the development.

The houses have gardens to the rear and the front and tenants are responsible for the upkeep of these.

The flats' rear gardens are maintained Hanover for which these tenants will pay additional sums, through the service charge.

Playpark

The playpark consists of a range of apparatus including swings, two spring horses and a treehouse with a slide.

Hanover maintains the playpark through the service charge.



To find out more about Britannia Place, Cuthbert Gardens and McCall's Avenue, or to apply for a property:

Call - 0800 111 4646

Email - westinfo@hanover.scot