



Sheltered housing

Locations of our sheltered housing schemes



Map data copyright 2019 Google

See scheme descriptions on pages 4-5.

What is sheltered housing?

Sheltered housing is the perfect fit for anyone aged 55+ who wants the independence of their own home, but with 24-hour support available if needed.

Our self-contained sheltered properties include 1- and 2-bedroom flats and bungalows.

Each property has:

- its own front door
- living room, kitchen, bedroom and bathroom
- landline, TV and satellite point
- emergency pull cords, which immediately notify the scheme manager or specialist out of hours service.

A parking space is available at most properties on request.

Each scheme has:

- dedicated scheme manager
- communal lounge
- communal gardens
- laundry facilities

Family and friends are welcome to visit you. Most schemes also have guest accommodation if they wish to stay overnight.

Our sheltered housing schemes in Norfolk and Suffolk



York Place, Dereham, Norfolk NR19 2BW Tel. 01362 698211

York Place is nestled in the centre of Dereham, a bustling Norfolk market town with shops, cafés and pubs.



Woodcote Hethersett, near Norwich, Norfolk NR9 3JD Tel. 01603 811505

Woodcote is in a quiet cul-de-sac in Hethersett village, about six miles south of Norwich.



The Cedars, Norwich, Norfolk NR2 2EE Tel. 01603 503282

The Cedars is located in the heart of Norwich. It is elegant and quiet, surrounded by beautiful gardens.



St Katherine's Court, King's Lynn, Norfolk PE30 1JQ Tel. 01553 760579

St Katherine's Court is situated near the centre of historic King's Lynn, with easy access to shops, restaurants and other amenities.



Oulton Court, Lowestoft, Suffolk NR32 3BJ Tel. 01603 750248

Oulton Court is in a quiet location near the beautiful Norfolk and Suffolk Broads and just a mile from the seaside town of Lowestoft.



Samford Court, Worlingham, near Beccles, Suffolk NR34 7SD Tel. 01603 750248

Samford Court is located in Worlingham village, a mile away from the attractive market town of Beccles.

You will find more information on the Sheltered Housing pages at www.broadlandgroup.org

Why live in sheltered housing?

Sheltered housing is the perfect balance of independence and support:



Peace of mind

You are always in safe hands, with a 24-hour emergency call system.



Safe, comfortable accommodation

Broadland's own in-house repairs and estates services teams maintain your home and surroundings.



A community on your doorstep

If you're looking for company, our schemes are thriving communities of friends and neighbours who look out for each other.

Privacy and independence

With your own front door, you have the freedom to come and go, knowing that help is on hand any time you need it.



Social scene

Most schemes have a coffee morning and regular social events where you can meet neighbours and make new friends, such as bingo, exercise classes, gardening clubs and days out.



Scheme manager service

Our scheme manager service provides you with basic housing support and a housing management service (see page 8).

Communal gardens

All our schemes have beautiful shared outdoor spaces where you can meet friends to chat, or simply sit peacefully in nature.



Convenient location

Our schemes are situated near city, town or village centres, with easy access to shops, cafés, GP and other services. Many also offer visiting hairdressers, food deliveries etc.

Scheme manager service

We believe this service makes our schemes safe and supportive places to live in. As a result, all tenants pay for this service: it is not optional.

Support from your scheme manager may include:

- a daily check-in call
- ways to improve your mental health
- engaging with other support agencies on your behalf
- help to:
 - ✓ gain confidence with budgeting and finances
 - ✓ look after yourself
 - ✓ improve your social networks
 - ✓ look after your home
 - ✓ seek support for alcohol and drug addiction

This is not an exhaustive list. If there is something you feel would help you remain independent in your home, please talk to the scheme manager.

Please note: scheme managers are not carers and cannot provide personal care. However, they can help you arrange care if you need it.

Each scheme manager also provides services such as:

- letting homes in the scheme
- help with benefits and rent queries
- dealing with complaints about tenants' behaviour
- regular health and safety inspections
- organising scheme events

If you have an issue with your home or tenancy, you can talk to the scheme manager any time during office hours.

“ I like the mix of independent living with help on top.”

Michael (66), sheltered housing tenant

Frequently asked questions

Can I have a pet?

Pets are not allowed if your front door opens into a communal part of your scheme. However, we will normally give permission for a pet if your door opens directly to the outside or if the pet is an indoor one, and we will review on a case by case basis.

How do I report a repair?

You can report a repair quickly and easily using our free 24/7 Tenants Online service. Go to <https://portal.tenantsonline.org/> to sign up. Or you can call our friendly Customer Services team on 0303 303 0003.

What if I need to adapt my home as my needs change?

If you develop an illness or become less mobile, we can help you remain independent in your Broadland home. We can make minor or major adaptations, depending on your needs.

For more information, see our Aids and Adaptations leaflet (available to download from our website).

What is the service charge for?

As well as your rent, you will pay a service charge. This charge covers costs such as communal cleaning, servicing and maintenance of equipment, and gardening at your scheme.

If you claim housing benefit or universal credit, this will cover some of the charges. However, some elements of the service charge (such as the emergency call system, heating and lighting of your home and parts of the scheme manager's role) will not be covered by benefits and you will need to pay for these.

Who can apply for sheltered housing?

To live in sheltered housing, you must:

- be single or a couple over 55 years of age
- be able to live independently with low to medium levels of assistance
- have levels of support or care already in place if you need it
- have a housing need.

Please contact us for more information – see back page.

Broadland Housing Head Office:

Broadland Housing Association
NCFC Carrow Road, Norwich
NR1 1HU

Customer Services:

T: 0303 303 0003
W: broadlandgroup.org

