

A guide to Sheltered Housing

Mercian operates the following sheltered housing schemes in the West Midlands area:-

HAWTHORNE COURT Small Heath 0121 773 4173	PACKWOOD COURT Weoley Castle 0121 475 2148
HAVEN COURT Erdington 0121 382 0652	REEDSWOOD Walsall 01922 635698
OAK COURT Rednal 0121 457 8504	CHESHIRE COURT Shard End 0121 748 1188



Home Ownership Services Zenith Development Partnership
ART Homes Housing Services Community Investment

Mercian Housing Association Ltd. 2 The Gardens, Fentham Road, Erdington, Birmingham B23 6AG
Telephone 0121 377 8899 Fax 0121 377 7925 Email info@mercian.org.uk Website www.mercian.org.uk

Registered Housing Association No. L 0942 Registered Friendly Society No. 16836 R Mercian Housing Association is a Charitable, Industrial and Provident Society.
Registered Office 2 The Gardens, Fentham Road, Erdington, Birmingham B23 6AG



Mercian Housing Association promotes independence and choice for older residents through suitable housing and support services. We aim to provide a high quality, caring and professional service to all tenants.

What is Sheltered Housing?

Sheltered Housing is designed for older people and offers accommodation with sheltered scheme staff to provide help and support to allow tenants to maintain their independence.

The benefits of living in a sheltered scheme include:

- ◆ 24 hour emergency alarm system in each property
- ◆ Independent living within a secure building
- ◆ Security and peace of mind
- ◆ Laundry facilities and other services
- ◆ A “home for life” wherever possible, with care and support tailored to meet individual and changing needs
- ◆ Good quality housing where repairs are taken care of
- ◆ Communal facilities for social activities.

Who is eligible?

Anyone over 55 years, single or married couples are most welcome.

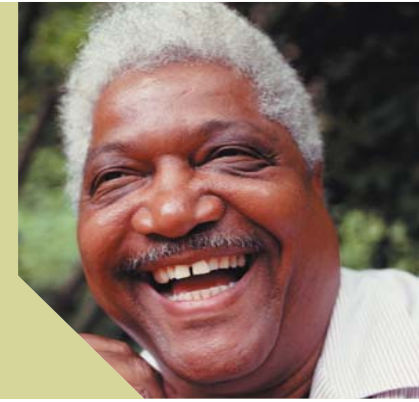
How to apply

If you are interested in applying for accommodation, please

telephone our Head Office on 0121 377 8899 for an application form. When the form is completed and returned, an interview will be arranged.

Your application will be assessed and you will be placed on the waiting list if you are eligible.

Company when it's wanted, privacy when it's not.



If you are in council accommodation you will need to speak to your Neighbourhood Office first and ask how you should proceed. If you are unsure about sheltered housing and wish to visit a scheme before you apply, this can be arranged.

Role of the Sheltered Scheme Officer

- ◆ To welcome you into your new home
- ◆ To provide information about local facilities and provide support
- ◆ To keep in touch with you each week day
- ◆ To liaise with your doctor, family or Social Services on your behalf if

you wish

- ◆ To manage the Health & Safety of the building, the administration and maintenance of the building and gardens.

What the Officer cannot do

- ◆ Staff do not provide any nursing care
- ◆ Staff are not responsible for storing or administering drugs or medicines for tenants

- ◆ In an emergency during normal working hours, you can call the Officer for help by using the alarm system in your property (orange pull cords). When the Officer is off duty your call will go through to the 24-hour emergency service. You can speak to the control centre and explain your problem or summon help.

