



Further information for rented properties (60+ years old) - Bournemouth and Ringwood

Registered Office and correspondence details:

Sandbourne Housing Association
First Floor Office
Craigleith
9 Derby Road
Bournemouth
BH1 3PX

Telephone: 01202 671222

Email: info@sandbourne.org.uk

Website:
www.sandbournehousingassociation.org.uk

Public opening hours:

Monday to Friday, 9am to 4pm (excluding English public holidays and between Christmas and the New Year).

Please note that if you need to visit our office to speak to someone in person you must make an appointment, in advance, to ensure that someone will be available to see you.

Who are we?

We are a non-profit making registered provider (housing association) with charitable status. We were formed in May 1944 and, at that time, were known as Bournemouth Old People's Welfare and Housing Society. We changed our name to Bournemouth Housing Society for the Elderly (BHSE) in 1992. We then changed our name to Sandbourne Housing Association in September 2014 and we continued to provide rented housing for people aged 60 years and over.

In January 2015 we merged with Broadway Park Housing Association, providers of general family rented properties for people aged 18 and over, together with shared ownership and leasehold properties, in Poole, Wimborne, Bournemouth, and Milborne St Andrew.

In January 2016 we took over Ringwood and District Old People's Housing Society Ltd, providers of rented 60+ properties in Ringwood, specifically for people with a local connection to the Parish of Ringwood and the surrounding parishes.

In February 2019 we took over Bournemouth Ace Housing Association Ltd, providers of rented 60+ properties in Bournemouth, specifically for people with a local connection to Bournemouth.

What is our aim?

With regard to our rented 60+ properties, our basic aim has not changed since the Association was formed. This is to provide good quality accommodation to people, aged 60 years or over, who need it, at a cost they can afford, who don't have the means to secure suitable accommodation themselves. Applicants must have, and be

able to evidence, that they have a local connection within the Bournemouth, Christchurch and Poole Council, effective from 1 April 2019, or the Parish of Ringwood and surrounding administrative areas to qualify to be considered.

How do we operate?

The work of Sandbourne Housing Association is governed by a Board, all of whom serve in an entirely voluntary capacity. The day-to-day work of the Association is carried out by paid staff, covering all the management, administration, finance and property requirements of the business and for our residents.

What do we offer?

We own:

- 189 rented 60+ flats and 32 extra care rented 50+ flats for physically frail people, at four sites in Bournemouth (see our website for more information and locations). All of these are designed for independent living as we no longer have support staff on site (except our extra care scheme at Craigleith) and, therefore, applicants must arrange for their own care/carers and/or support.
- 45 rented 60+ properties in Ringwood, which have the benefit of an emergency call monitoring service (new tenants may be given the choice to opt out of that service) but tenants must arrange for their own care/carers and/or support.
- 156 general family rented properties across Bournemouth, Milborne St Andrew, Poole and Wimborne, along with shared ownership and leasehold properties.

What you need to do?

For both Bournemouth and Ringwood applicants for our rented 60+ properties (minimum age 60) – we hold our own waiting list for these properties so please complete the application form and monitoring form (available on our website or enclosed herewith) and return them to the registered office address (Sandbourne Housing Association, Beech House, 28-30 Wimborne Road, Poole, BH15 2BU). We aim to respond to your application within ten working days of receipt.

Bournemouth Extra Care (Craigleith) applicants (minimum age 45) – you should contact the Council's Social Services Team who will assess your needs and make nominations to us when we have a vacancy.

General family rented 18+ housing - applicants have to apply through 'Homechoice' (www.bcphomechoice.org) as we don't hold waiting lists for those properties.

Where are our rented 60+ flats?

Bournemouth (Southbourne) Properties:

All set in landscaped communal gardens with non-allocated tenant parking and designated disabled parking. All have passenger lifts, and a door entry system.

Our properties are located at:

Stourwood Avenue, Southbourne			
Gladman House	9 Stourwood Avenue Southbourne Bournemouth BH6 3PR	32 x one-bed flats (single and doubles) 3 x two-bed flats Emergency alarm Passenger lift Door entry Electric buggy store	
Harling House	9 Stourwood Avenue Southbourne Bournemouth BH6 3PR	15 x one-bed flats 1 x one-bed maisonette Emergency alarm Passenger lift Door entry	
Milne Court	11a Stourwood Avenue Southbourne Bournemouth BH6 3QD	9 x one-bed flats Emergency alarm Passenger lift Door entry Communal laundry room and equipment 1 x guest room	
St Kilda	7 Stourwood Avenue Southbourne Bournemouth BH6 3PN	35 x one-bed flats Emergency alarm Passenger lift Door entry Electric buggy store	
Woodlands	11 Stourwood Avenue Southbourne Bournemouth BH6 3QD	39 x one-bed flats (singles and doubles) 2 x two-bed flats Emergency alarm Passenger lift Door entry Communal laundry room and equipment Electric buggy store 1 x guest room Communal lounge and kitchen Drop-in room	

Belle Vue, Southbourne			
Harcourt Grange	3 Belle Vue Crescent Southbourne Bournemouth BH6 3BW	14 x one-bed flats Emergency alarm Passenger lift Door entry 1 x guest room	
Highfield	1 Belle Vue Crescent Southbourne Bournemouth BH6 3BW	10 x one-bed flats 2 x two-bed flat Emergency alarm Passenger lift Door entry Communal laundry room and equipment Drop-in room	
Redlands Court	1b Foxholes Road Southbourne Bournemouth BH6 3AS	15 x one-bed flats Emergency alarm Passenger lift Door entry	
Wimborne Road, Kinson			
Ace Court	71 Wimborne Road Winton Bournemouth BH3 7AN	12 x one-person studio flats Passenger lift Door entry	
Derby Road (extra care, frail elderly, flats)			
Craigleith	9 Derby Road Bournemouth BH1 3PX	25 x one-bed, two person flats 7 x two-bed, three person flats On-site care and support team Emergency alarm 2 x passenger lifts Door entry Communal laundry room and equipment Electric buggy store Communal lounge and kitchen 1 x guest room	

Except for Craigleith residents (who have assured shorthold tenancies), after an initial one-year starter tenancy, all other properties automatically convert to an assured tenancy at government regulated 'social' rents (until April 2015 known as 'target' rents), giving long-term security to tenants. Rents include a service charge to cover such items as emergency call system, window cleaning and garden maintenance. Plus, in many cases, heating, lighting, hot water and electricity are included in the service charge costs.

Craigleith has on-site care and support which is managed for us by the Council's appointed contractors who are on site from 6 am to 11 pm, 7 days a week, 365 days a year, and charge residents directly for care and support services. In addition, residents have a call system that provides 24-hour, 365 days a year emergency contact cover.

We have a housing team who offer tenancy related services for all our properties, but we expect people to be independent and make their own arrangements for domestic and personal care/support services, as necessary. To actively be considered to become a tenant, you must have 'capacity' to enter into and maintain the terms and conditions of a tenancy agreement and have arrangements in place for any care and support needs you may have.

All properties are let unfurnished and all tenants in flats have access to all the communal lounges (where applicable) and laundry equipment on all sites. Guest bedrooms are available to book at some of our Bournemouth sites, for use by visiting family and friends etc, at a daily charge. We are responsible for all external and communal area decorations and repairs. Animals are normally permitted, with our prior written consent.

Ringwood Properties:

All flats are set in landscaped communal gardens with non-allocated tenant parking and some designated disabled parking. All are ground or first floor flats, but some do **not** have passenger lifts to the first floors. They have door entry systems and 24-hour, 7 days a week, 365 days a year emergency call facilities linked to a Careline system (new tenants may be given the choice to opt out of that service). The properties are located at:

Flats			
Christy Close	88 Hightown Road Ringwood BH24 1NP	8 x one-bed flats 1 x entrance Emergency alarm Door entry Communal laundry No passenger lift	

Guys Close	Addison Square Ringwood BH24 1PQ	18 properties: 14 x one-bed flats 4 x two-bed flats (2 ground/2 first floor) Emergency alarm Door entry 2 x entrances Communal laundry No passenger lift	
Mary Mitchell Close	Lynes Lane Ringwood BH24 1EH	16 properties: 15 x one-bed flats 1 x one-bed first floor bedsitter 3 x entrances Emergency alarm Door entry Communal laundry No passenger lift	
Bungalows			
Addison Square	Ringwood BH24 1NP	1 x three-bed bungalow Garage Emergency alarm	
Hightown Gardens	Ringwood BH24 3EG	2 x two-bed bungalows Garage in a block No emergency alarm	

What are the rents and service charges?

As a registered housing association, we charge “social” rents monthly for all our 60+ homes. These are generally lower than for similar properties that may be available on the private rented market.

We also charge most residents for the services such as passenger lift and door entry system that are detailed in the earlier description of our 60+ flats. Both the rent and most of the service charge are eligible for housing benefit and universal credit.

In addition, in some properties the heating and hot water is supplied via a communal supply. In this case utility costs are also included in the service charge but are not eligible for housing benefit and universal credit.

What about our Lettings and Transfer Policy?

A copy of this is attached.

What if you need further information?

If, after reading all the information provided, you need further information, please contact our registered office on **01202 671222**.