



Sandbourne Housing Association



**Extra Care accommodation for
people aged 45 and over
at Craigleith, 9 Derby Road,
Bournemouth**

Sandbourne Housing Association
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This leaflet

This leaflet is specifically designed to provide you with information about Sandbourne Housing Association and our Extra Care accommodation in Bournemouth.

The use of 'you' applies to all of our applicants and tenants/residents/occupiers.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

About Sandbourne Housing Association

We are a non-profit making registered provider (housing association) with charitable status. Our office is based in Poole and we provide general, leasehold and shared ownership housing, together with housing for older people, across Poole, Wimborne, Bournemouth and Ringwood. We also provide Extra Care housing for older people in Bournemouth.

Our only Extra Care housing is available at one site called Craigleith, which is at 9 Derby Road, Bournemouth. This leaflet will only cover this block of flats.

What is Extra Care housing?

Extra Care housing should not be confused with what used to be called sheltered housing for the 60+ age group as those properties are designed for people who can manage to live independently with only the support of their family and carers. We do not have any support staff at those 60+ sites.

Extra Care is designed for physically frail people, with strong connections within the BCP Council admin area, who might need some care and support to enable them to live safely, comfortably and independently, but with some extra care and support in their daily lives. Extra Care does not provide the type of care or support they might find in a nursing or care home. Applicants must be aged 45 or over.

About Craigleith

Craigleith is located at 9 Derby Road, Bournemouth (East Cliff area of Bournemouth) and is a block of 32 flats for rent, built in 2011, and spread over four floors. The flats have been carefully designed with physically frail people in mind.

The block has 25 x 1-bedroom 2-person flats and also has 7 x 2-bedroom 3-person flats. All flats have a lounge, kitchen, bedroom(s), a wet room and are let unfurnished.

Flats all have the services of a full door entry system and emergency Careline pull cord system linked to BCP Council. There is also CCTV installed for added security at the front and rear doors to the building.

Solar panels on the roof provide heating and hot water through a communal gas boiler. Smoke and heat detectors are also provided.

In addition, the block has two passenger lifts, communal laundry (which includes a sluice room), an assisted bathroom, ground floor disabled toilets, electric buggy store (there is a charge to use this), a cycle store, a communal TV aerial and a TV information screen in the block entrance.

There is also a residents' lounge and a guest room which residents can book (for a small charge) so that their family and friends can visit. There are landscaped gardens to the rear of the block for residents to enjoy.

Car parking is not provided.

Pets are normally permitted, with our prior written consent.

Care and support services

Craigleith has an on-site care and support team 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. They have an office on-site.

Both Sandbourne and the care team work closely with the local community care staff, NHS, doctors, pharmacies and the local authority to support the well-being of residents.

The Council's care team will work with residents to assess their needs and the level of support needed.

How to apply

We usually take applicants for our Extra Care flats at Craigleith via the BCP Social Services Team who will assess their needs and make nominations to us when we have a vacancy.

Applicants who need the Extra Care facilities can apply from the age of 45.

In some circumstances, if we receive direct applications for Craigleith, we will direct them to the Social Services Team.

The Sandbourne Housing Team

All Sandbourne staff are based in an office in Poole.

We have a housing management team who offer tenancy related services for all our properties. They can offer residents advice regarding rent and services charges and deal with any queries related to tenancy agreements.

We also have a housing maintenance team who will liaise with our contractors so that residents' repairs can be carried out. We have a dedicated email address for our repairs team but repairs can also be reported to our Poole office. Emergency repairs that cannot wait until the office is open can be reported using the emergency Careline system.

Sandbourne is responsible for all external and communal area decorations and repairs.

What about tenancies?

All applicants must be able to maintain their tenancy and meet the requirements of a tenancy agreement. All flats are let as assured shorthold tenancies at government regulated target 'social' rents, giving long-term security to tenants.

Monthly rents are payable 12 months per year, one month in advance, and include a service charge to cover such items as the door entry system, window cleaning and garden maintenance. Plus, in many cases, heating, lighting, hot water and electricity/gas are included in the service charge costs and are listed in our tenancy agreements.

Please note that the payment of Council Tax is the responsibility of tenants and is not included in any payments to Sandbourne.

So, what do I do if I'm interested in applying?

If you, as an applicant, have a social worker, speak to them about referring you to Sandbourne. If you do not have a social worker, please contact our registered office by phone, email, or in writing (details on back page) so that we can discuss your own particular circumstances with you and offer some advice.

If and when a suitable vacancy arises, you will be contacted by one of our housing team who will make an appointment for you to view a vacant property.

Unfortunately, it is not possible to view properties before applying.

Useful local authority contacts:

BCP Council's Adult Social Care Team:

- Telephone Care Direct – 01202 123 654
- Email – contactcentre@bcpcouncil.gov.uk
- Online referrals – www.dorsethomechoice.org/sphub

BCP Council's Housing Options Team (to seek advice and assistance with housing):

- Customer Call Centre – 01202 123 147
- Email – bcphousingadvice@bcpcouncil.gov.uk

Need more information from Sandbourne?

You can:

Write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email us on: info@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

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