

# Sheltered Housing in Harrow

Independent living with added  
security for the over-60s





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# What is sheltered housing?

Harrow Council's sheltered housing is for people aged 60 and over. There are 17 schemes with a mixture of self-contained one-bedroom and studio purpose-built flats with communal gardens.

Typically each scheme has:

- 32 flats
- 3 floors (with lifts to all floors – except Harrow Weald Park)
- Secure door entry system and CCTV.

Sheltered housing enables older people to lead independent lives, with support when it's needed. It may also suit people who live independently with help arranged by Social Services.

Sheltered housing tenants have the same rights as any other council tenants, except for the right to buy.

## Some of the benefits of sheltered housing:

- Good quality supported housing
- Independence
- A home for life
- Security
- Remaining part of a community
- Your own front door
- Peace of mind, with help on hand
- Limited free parking

## What facilities and services are available?

In Harrow Council's sheltered housing schemes, you will find:

- A communal lounge
- A laundry room
- Social activities and outings
- A guest room (except Goddard Court) for friends and relatives
- Visiting services such as libraries and hairdressers
- Central heating and constant hot water
- Emergency alarm service
- Staff on site for several hours Monday to Friday
- A service to help with things such as claiming benefits, filling forms, reporting repairs or accessing health services
- 24/7 call out service
- Cats and dogs allowed under certain conditions



Edwin Ware Court



Harkett Court



Harkett Court



Going Digital workshop

What is sheltered housing?

# What to expect

All one-bedroom flats have a bedroom, lounge, kitchen and bathroom. The studio flats have the same, apart from a lounge. All kitchens, except at Harrow Weald Park, have a cooker and refrigerator. All flats have central heating and hot water. There are lifts in all blocks except those at Harrow Weald Park.

There is a communal garden with a patio area and most of the sheltered schemes are close to local shops and public transport. There is limited free parking at all sites.

All but one of our sheltered schemes (Goddard Court) have a guest room for relatives or friends available for a small charge when needed: e.g. during periods of illness or travel difficulties.

A handyperson is available to carry out small jobs – and the first 12 hours of labour are free.

We support tenants to get online, with workshops and training. All schemes have WiFi in communal lounges, making it easy to connect with friends and family, access services and get information to enhance your day-to-day lives.

Quite a few schemes have active volunteers who help transform the communal garden area during the summer.



“I’ve really enjoyed the training. I have learnt to Skype, go on the Harrow website, shop online and send photos to my family.”  
Mrs Shaida Khan, of Grange Court, with Attigo trainer

## Social Life

Social events organised for tenants include bingo, coffee mornings, prayer meetings, cultural celebrations, gentle exercise, social evenings and day trips. Staff will also help tenants organise their own social events if desired.



Howard Coleman of John Lamb Court and Kenneth Gustad of Tapley Court

## Added Security for Your Peace of Mind

Each flat has an emergency alarm cord, its own lockable front door as well as a main electronic door entry system and CCTV.

Scheme Coordinators manage the building and communal areas and Support Coordinators are on hand to provide individual support when needed.

Providing support and housing management services enables Sheltered Housing tenants to live as independently as possible, for as long as possible, in their own homes.

## Harrow Sheltered Residents Association (HSRA)

There is a well-established Harrow Sheltered Residents Association (HSRA) that meets quarterly. This ensures the 500+ sheltered residents have a voice with Harrow Council. HSRA discusses how to improve services and residents' well-being. Each scheme votes for two Tenant Representatives, who sit on HSRA and bring back information to their scheme.

# Who can apply?

If you are 60 years or older and live in the Borough of Harrow you need to register to move to Sheltered Housing visit [www.locata.org.uk/harrow](http://www.locata.org.uk/harrow)

If you need further help or advice, please call 020 8424 1093 (Locata enquiries). Lines are open Mon, Tues, Thurs and Friday between 9am-5pm.

## What about housing association sheltered housing schemes?

When you are registered with the council for sheltered accommodation you will be eligible for most housing association vacancies. You can also register separately with some housing associations. Call 020 8424 1093 for details.

## Making your choice

It might be advisable to visit the area you are interested in and check how near the sheltered scheme is to local shops and public transport or other features that are important to you.



# What will I pay?

## Rent

Charged by the Council or Housing Association for the accommodation. Depending on your income, you may be entitled to Housing Benefit to help with the cost of rent.

## Facilities charge

This charge covers gas central heating and hot water for all of the schemes except Harrow Weald Park, where the charge covers central heating only (water is heated electrically).

## Water rates

These are either paid directly by the tenant or, in some cases, collected by the council for payment to the water supplier.

## Service charge

This is the charge that the Council makes for keeping the building clean, safe and secure. You may be able to claim Housing Benefit to help with some or all of this charge.

## TV Licence

Tenants aged under 75 who have a television will need to pay for a TV Licence, which is offered at reduced rate for sheltered housing tenants.

## Other costs

You will be billed individually for the electricity you use.

You will need to arrange and pay for installing your own telephone or internet.

You are advised to take out your own home contents insurance. Staff will be happy to tell you about any low cost schemes that are available.

# What happens next?

## Assessment

After you apply for sheltered housing, a Housing Options Officer will assess your application and decide whether you are eligible for sheltered accommodation.

## Visit

A Sheltered Housing Support Co-ordinator will visit your home to discuss whether sheltered housing is suitable and the type of accommodation you need.

## Registration

If you are suitable, your name will be put on the housing register and you will automatically be registered with “Locata”, West London’s choice-based lettings scheme. You can then see all available properties and place “bids” for them.

## Priority banding

There are five bands which indicate your priority for housing: A+, A, B, C and C-. You will be given a band (usually B).

## Bidding

The highest priority bidder will be offered the property. Four other bidders will be invited to view, in case of refusals.

## What is a Support Coordinator?

Support Coordinators are responsible for helping tenants:

- have their needs and views heard
- claim the right benefits
- achieve better health
- access meal services
- access assessments for aids and adaptations and care packages
- maintain independence
- apply for and book transport
- deal with debt
- access other services
- raise safeguarding concerns

## Waiting time

The average wait for sheltered housing in Harrow is 12 months, but it can be as soon as 6 months. If you restrict your area or scheme of choice, you may wait longer than average.

If you cannot place your own bids, your Housing Officer will be able to provide help and advice.

For more information or an informal chat, call the Housing Options Officer on 020 8424 1093.



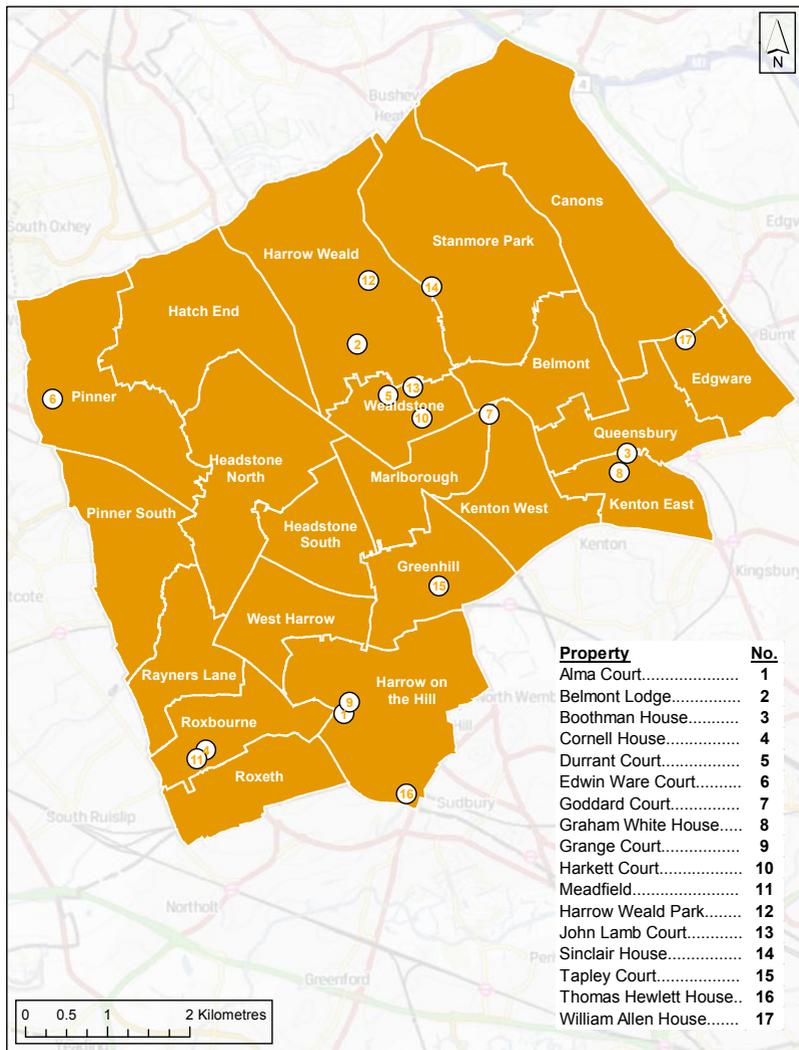
## High priority moves and cash incentives

If you are a council tenant moving from a two-, three- or four-bedroom property, you may be entitled to a cash incentive payment under the council's Under-Occupation Scheme. If you qualify, the council will also help to arrange your move and pay for it. We will also put you in Band A+ to enable you to move more quickly to a sheltered housing scheme.

# List of sheltered housing schemes

## Location of Harrow Council's sheltered housing schemes:

1. Alma Court, Hornbuckle Close, Harrow HA2 0YE
2. Belmont Lodge, Blackwell Close, Harrow Weald, HA3 6JX
3. Boothman House, 65 Moorhouse Road, Kenton, HA3 9JE
4. Cornell House, 13 Hamilton Crescent, Harrow, HA2 9JY
5. Durrant Court, 229 High Road, London, HA3 5EE
6. Edwin Ware Court, Crossway, Pinner, HA5 3UJ
7. Goddard Court, Dobbin Close, London, HA3 7LP
8. Graham White House, Warneford Road, London, HA3 9JH
9. Grange Court, Northolt Road, South Harrow, Middlesex, HA2 0NR
10. Harkett Court, Harkett Close, Flat 1-49 Wealdstone, Harrow, HA3 7EY
11. Meadfield, Stiven Crescent, South Harrow, Middlesex, HA2 9BD
12. Harrow Weald Park, Brooks Hill, Harrow Weald, Middlesex, HA3 6RS
13. John Lamb Court, The Byeway, Wealdstone, Harrow, Middlesex, HA3 7Jj
14. Sinclair House, Uxbridge Road, Stanmore, HA7 3NH
15. Tapley Court, St Johns Road, Harrow, Middlesex, HA1 2HZ
16. Thomas Hewlett House, Hartington Close, Sudbury Hill, HA1 3RJ
17. William Allen House, Buckingham Road, Edgware, Middlesex, HA8 6NQ



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# List of housing association schemes

As well as the Council's sheltered housing schemes listed on page 12, housing associations also offer sheltered housing in Harrow at the following locations.

See page 8 for contact details.

## **Anchor Trust**

1. Weall Court, School Lane, Pinner, HA5 5PG
2. Oakmead Court, Valencia Road, Stanmore, HA7 4UZ

## **Asra Housing Group**

3. Willow Court, College Hill Road, Harrow Weald, HA3 7HD

## **Jewish Community**

4. Gordon Court, Stonegrove, Edgware, HA8 7TQ

## **Harrow Churches**

5. Gillian House, Elms Road, Harrow Weald, HA3 6BU
6. St. Barnabas Court, Long Elmes, Harrow Weald, HA3 6NF
7. Wolstenholme, Rectory Lane, Stanmore, HA7 4AQ
8. Paxfold, Elizabeth Gardens, Stanmore, HA7 4UG

## **Genesis**

9. Cymbeline Court, Gayton Road, Harrow, HA1 2HN
10. Radnor Court, Kenton Lane, HA3 7HL

## **Sanctuary Housing**

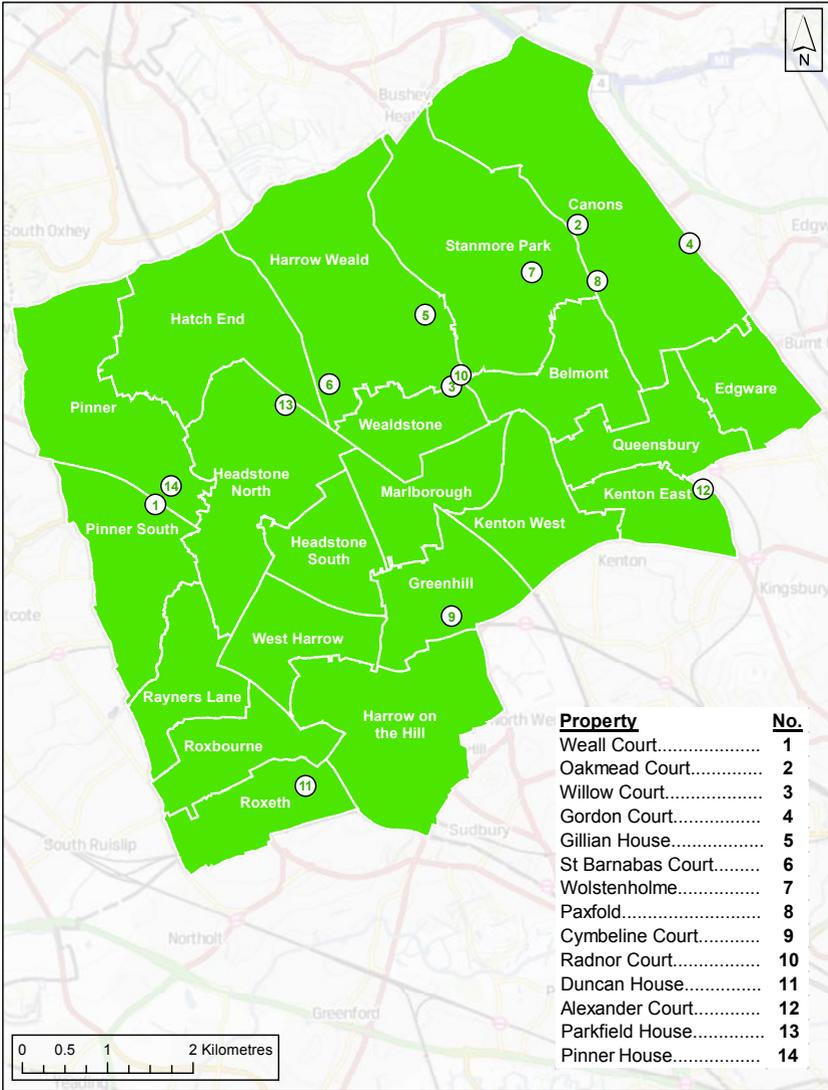
11. Duncan House, Northolt Road, South Harrow, HA2 8JX

## **Home Group**

12. Alexander Court, Honeypot Lane, Stanmore, HA7 1HH

## **Network Homes**

13. Parkfield House, Headstone Lane, Harrow Weald, HA2 6NQ
14. Pinner House, Church Lane, Pinner, HA5 3AA



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# Useful numbers & email addresses

**Adult Social Services  
Harrow Council**  
0208 901 2680  
Out of hours: 0208 863 5611  
AHadults@harrow.gov.uk

**Age UK (Harrow)**  
0208 861 7980  
enquiries@acharrow.org.uk

**Citizen Advice Bureau**  
020 8427 9477  
advice@citizensadviceharrow.org.uk

**Dial-A-Ride**  
0343 222 7777  
dar@tfl.gov.uk

**Harrow Association of Disabled  
People (HAD)**  
020 88619920

**Harrow Community  
Transport**  
020 8427 6619  
admin@harrowct.org.uk

**Harrow Careline**  
(personal alarms and  
pendants)  
020 8861 3242  
careline@harrow.gov.uk

**Harrow Leisure Centre**  
020 8901 5980  
harrowinfo@everyoneactive.com

**Harrow Shopmobility**  
020 8427 1200  
harrowshopmobility@  
gmail.com

**Harrow Taxicard**  
020 8901 2680  
concessionarytravel@  
harrow.gov.uk

**Northwick Park Hospital**  
020 8864 3232  
lnwh-tr.trust@nhs.net

**Community Mental Health**  
020 8424 7701

