

What is the cost of living in Sheltered Housing?



Available in
alternative formats



What is sheltered housing?

As its name suggests sheltered housing provides a safe environment where older people can retain their independence. Customers have the privacy of their own flat but can also enjoy additional facilities and services that are available to ensure a good quality of life.

These include a daily presence in the scheme by trained staff, 24 hour, 7 day a week support from the Community Alarm service, communal facilities (heating, lounge, laundry etc.) and organised social events. The communal facilities can be different in each of our schemes.

How much will it cost me to live in sheltered housing?

Rents and charges are different in each scheme and you will be given details of the charges that are made for any accommodation that may be offered to you.

What is the rent made up of?

The total cost of your weekly rent is made up of three charges:

Property Charge – The basic cost of renting your home.

Property Service Charge – For services such as cleaning of communal areas, communal heating and lighting, provision of security measures and laundry facilities.

Housing Support Service Charge – for support services such as regular visits from a Housing Support Coordinator and connection to Stafford and Rural Homes 24 hours a day 365 days a year Community Alarm Centre.

How will my rent be charged?

You will have two accounts for your tenancy, called a 'Rent Charge' account and a Supporting People Charge' account.

Your 'Rent Charge' account will include the cost of your **Property Charge** and **Property Service Charge**. Payments will be collected over a 48 week period. Your 'Supporting People Charge' account will include the cost of your **Housing Support Service Charge**. Payments will be collected over a 48 week period.

Both charges are due as a condition of tenancy – it is not possible to opt out of either these charges.



Can I get help with my Charges?

You may be able to get help with payment of your charges dependant on your financial circumstances.

Claims for assistance must be made to the Housing Benefits team at Stafford Borough Council - Telephone 01785 619478.

If you are eligible to receive Housing Benefit to cover some or all of the cost of your **Property Charge** and **Property Service Charge**, you will also receive assistance with the cost of your **Housing Support Service Charge**.



The “What Is The Cost Of Living In Sheltered Housing” leaflet is available in alternative formats by telephoning us on 0800 111 4334. All of our policies and leaflets are available on our website at www.sarh.co.uk.

For further information about the cost of living in sheltered housing contact the Care and Support Team by:

calling us on 0800 111 4334

or by e-mailing us at careandsupport@sarh.co.uk

or by writing to
The Rurals,
1 Parker Court,
Dyson Way,
Staffordshire Technology Park,
Beaconside,
Stafford, ST18 0WP.

This leaflet has been customer approved by Stafford and Rural Homes Tenant and Resident Federation