



CASTLEHILL HOUSING ASSOCIATION

INDEPENDENT LIVING



ONSITE GUIDANCE AVAILABLE

Our well-trained staff have duties they will carry out to ensure you continue to live safely and independently in your home for as long as possible.

INDEPENDENT LIVING

Our Independent Living Schemes in Aberdeen, Aberdeenshire and Moray offer housing for older people in a safe and secure property with staff onsite to provide housing management services. These schemes promote independence with the capacity to signpost tenants to other services as their needs change to allow them to live independently in the home for as long as possible.

Properties are self-contained flats or cottages designed to meet the requirements of people aged over 55 or with a medical or physical disability.

Properties may feature grab rails, level access showers, lower baths, and high-level electric sockets. All properties are accessible, flatted properties are no higher than two floors or have a lift.

Most schemes have communal facilities, and this can include a communal lounge, laundry facilities, and guest rooms. Many schemes have an active social element for those who like to be involved.



- Undertake Health and Safety tasks in relation to the building and common areas.
- Assist you in an emergency when onsite.
- Report communal repairs.
- Have regular contact with tenants. Staff can carry out a weekly property check or you can choose to have no regular checks and visit the office when staff are onsite to report any repairs or tenancy issues.
- Assist in reporting housing management or property-related issues that arise.
- Provide information on permissions required in relation to your tenancy for example pet permissions.
- Help with basic form filling for tenancy-related matters for example helping you complete a housing benefit form.
- Annually review the information we hold about you and provide community alarm with details of any changes.
- Signpost you to agencies that can support you to remain independent in your home for as long as possible.
- Promote independent living by giving guidance on adaptations
- Share local knowledge, services and agencies, and social activity opportunities
- Promote social activities at the scheme

Community Alarm

Community Alarm is installed throughout the scheme and in the individual properties, which allows contact between tenants and staff when they are on duty. When staff are not on duty the Community Alarm system is connected to the Regional Communication Centre (RCC). RCC is staffed 24 hours per day, 365 days per year by trained operators who can deal with a range of situations that may arise, including:

- A fall or other accident which requires medical attention
- Any health problems which requires urgent medical attention
- An intruder
- An assault where the police need to be notified
- Fire



RCC hold information about each tenant including personal details, any medical or mobility information, GP details and emergency contact information. RCC require a minimum of 2 emergency contacts, who can access your property, either as a key holder or via a keysafe, which you can install at the door of your home. When you move into your tenancy, the Scheme Co-ordinator will complete the relevant form with you, and this will be shared with RCC. If your information changes, it is important that you update the Scheme Co-ordinator so your information with RCC remains up to date.

As well as pullcords installed in your home, a pendant can be provided to activate the community alarm. This is often issued to tenants who are prone to falls or have mobility problems.

In addition to the standard Community Alarm equipment we provide, there is other equipment available to tenants, which can be sourced privately. The Scheme Co-ordinator can signpost you to organisations that provide these additional resources.

Financial Assistance

Assistance is available to help meet rent and service charges payable to Castlehill through welfare benefits administered by the local authority or Department of Work and Pensions.

You can ask for help with completing the relevant paper or online forms from your Housing Officer.

Emergency Access

In the event of an emergency staff can access your property using a master key to check on your welfare or assist where they are able to.

To be considered for an Independent Living Property

If you would like to be considered for a property, please register with These Homes. www.thesehomes.com and complete an online registration form.

