



**INFORMATION SHEET FOR
APPLICANTS
SEEKING RETIREMENT
HOUSING**

ABOUT THE ASSOCIATION

Reidvale is one of the longest established housing associations in Glasgow. For over 40 years Reidvale has promoted and developed the benefits of being a small community based housing association which is controlled by local residents and is actively involved in the wider community.

WHERE IS OUR RETIREMENT HOUSING LOCATED?

The Association's retirement housing complex, John Butterly House, is located within a small rectangle within the South Dennistoun area of the East End of Glasgow. All of the properties are situated within Annbank Place, Sword Street, Reidvale Street and Annbank Street, Glasgow G31.

Reidvale is very well located for public transport to the City Centre by bus and rail services, with the M8 Motorway link close at hand for ease of commuting.

Duke Street has a range of local shops to meet your immediate needs. The Parkhead Forge Shopping Centre and Forge Retail Park are only a short distance away and provide a wide range of retail outlets, both large and small.

ABOUT THE ASSOCIATION'S RETIREMENT HOUSING

The Association has a total of 44 retirement housing properties, with all but two located at ground and first floor level. This total is comprised of 40 two apartment flats, 2 three apartments and 2 two apartment wheelchair accessible flats. The properties were newly built by the Association and were first allocated in November 2005.

WHAT FACILITIES AND SERVICES ARE PROVIDED?

John Butterly House has a Retirement Housing Manager and a Relief Retirement Housing Manager on duty during office hours Monday to Friday and Saturday/Sunday between 9 and 1pm. All flats are linked to an emergency careline system which enables telephone contact to be made immediately with either the Retirement Housing Manager/ Hanover Careline staff if a tenant requires assistance. The complex has an extensive range of facilities and services such as communal lounge with cooking facilities and a glass conservatory which looks onto an enclosed landscaped communal backcourt area.

There are also a range of general services provided –

- Lighting, staircleaning and window cleaning in common areas
- Laundry, kitchen and common room
- Servicing boiler
- Cleaning and upkeep of all communal areas and materials
- Telephone service – rental and calls (for use of the Retirement Housing Manager or for use by residents in an emergency)
- Landscaping
- Miscellaneous (eg. Fire extinguisher services)

The Association also provides a same day repair service which achieves extremely high satisfaction ratings from extensive surveys of our existing tenants.

DETAILS OF RENTS/SERVICE CHARGES/COUNCIL TAX

The average monthly rent for a 2apt. flat is £276 and £299 for a 3apt. flat. The Association also levies a monthly service charge of £111.63 to cover the cost of the extensive range of services provided. The complex has a communal gas heating system which provides all residents with constant hot water and central heating for a charge of £36.75 per month.

With the exception of the heating charge you will only be charged for these services if you do not qualify for any housing benefit.

As a tenant you will also be liable for council tax. At present the charges levied by the Council for our sheltered properties range from C Band of £1640 per annum to D Band of £1845 per annum.

HOW DO WE ALLOCATE OUR RETIREMENT HOUSING PROPERTIES?

The Association seeks to allocate its retirement properties on the basis of clear criteria which will assist us in our objective of creating and maintaining a stable, balanced community. When offering tenancies to prospective tenants the Association will endeavour to maintain a balance between the proportion of frailer tenants and those who are more fit and able. It should be stressed that the Retirement Housing Managers do not provide any personal support services and that their role is to simply support and encourage the independence of the tenants.

The qualifying criteria includes the following:

- should be aged 60 or over.
- should be able to benefit from retirement housing/alarm system
eg. vulnerable, socially isolated.
- should be able to cope with independent living and not require extra care which would more appropriately be provided in a residential home or hospital.

The information provided by you in your application form will enable the Association to assess your suitability for our retirement housing. An applicant's position on the list will be determined by the length of time they have been on the list. Further information on the qualifying criteria for our list is available on request from the Association.

It should, however, be stressed that acceptance onto the waiting list does not itself guarantee that you will be offered a house by the Association.

DEMAND FOR OUR RETIREMENT HOUSING

There is a serious shortage of retirement housing in Glasgow, and for the foreseeable future demand from suitable applicants will greatly exceed the supply of available sheltered houses. Reidvale is a very popular area in which to live and the Association has therefore very high demand for its retirement housing, which has only minimal turnover. Given the above it could be some time, if at all, before the Association is able to offer you suitable housing.

WHEN WILL I HEAR THE OUTCOME OF MY APPLICATION FOR HOUSING?

The Association will endeavour to advise you on the outcome of your application within 14 days. However, our ability to respond quickly will be affected by the volume of application forms received, staff resources and the need for any additional information required from you to enable us to process your form.

All applicants will be interviewed at their home address in due course in order to discuss and verify the details stated in their application form.

WHAT DOES THE ASSOCIATION EXPECT FROM APPLICANTS?

The Association would expect that all applicants will have a good record of rent payment and general conduct of any tenancy they might hold or have held in the past. For example, an offer of housing would not normally be made if an applicant has rent arrears of more than a month's rent unless there are extenuating circumstances (eg. delay in processing housing benefit) or a satisfactory repayment arrangement is being maintained.

Similarly, if an applicant has provided false information or withheld relevant information, the Association will suspend the application subject to the right of written representation to the Association.

APPEALS/COMPLAINTS

The Association endeavours to operate its allocations system in a consistent and demonstrably fair way. However, the Association also has clear procedures for dealing with appeals arising from the allocations process and for dealing with complaints regarding the manner in which an application has been handled.

We hope that this will not be necessary but any complaints should be directed firstly to the Housing Manager. Full details of the Appeals and Complaints Procedures are available on request from the Association's office.

FURTHER INFORMATION

If you require further information you can get a copy of the Retirement Housing Allocations Policy from the Association's offices on request, free of charge. The Allocations Policy and all related policies, information leaflets will be made available in other languages, braille and on tape upon request.

If you wish to discuss your application further you should contact the Association's offices at:
13 Whitevale Street

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