

active **4** age



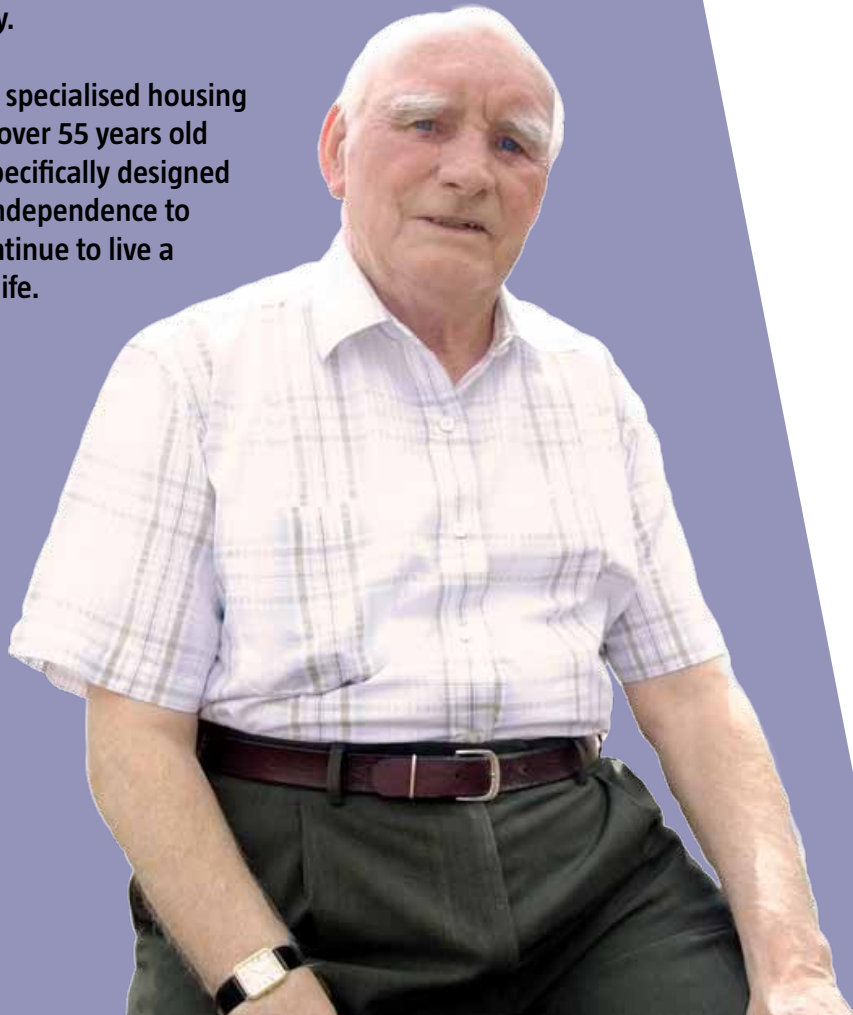
# housing options for the over 55's



your  
**home**  
team

**At Wulvern we recognise that as you get older your housing needs can change. You may become worried about the upkeep of a large home, or have concerns about your safety, you may feel isolated and be looking for a sense of community.**

**We offer a range of specialised housing solutions for those over 55 years old which have been specifically designed to maximise your independence to ensure that you continue to live a healthy and active life.**



Residents benefit from being connected to our **active4age emergency alarm** which provides a 24 hour personal alarm link. In the event of an emergency such as a trip or fall, help is on-hand at the touch of a button, giving you peace of mind.

We work hard to make life easier for our customers, each year our **aids and adaptations service** helps hundreds of people by carrying out both minor and major adaptations to their homes. These adaptations are included in our service and enable our customers to safely remain active and independent in their own homes.

Our residents don't have to worry about the repair and maintenance of their homes thanks to our dedicated **repairs service**, which is included in the rent.

Wulvern is a non profit making organisation which means that we are able to ensure our homes are affordable and that our rents are below private sector rates.

**“I like living in a sheltered court as there is always something going on and someone to talk to”**

# Sheltered Housing

Our sheltered housing offers independent living for older people and mature adults with support needs. All of our tenants benefit from the added support and reassurance provided by a dedicated Housing Co-ordinator, security system and 24 hour emergency alarm.

Sheltered Housing allows you to continue living your life to the full. You have your own private apartment, plus great communal facilities where there is always something going on.

Each of our Sheltered Housing schemes is managed by a Sheltered Housing Co-ordinator who is on hand to support residents as well as manage the building. The Sheltered Housing Co-ordinators work with residents to ensure they identify their current level of independence and identify any additional support that may help.

By moving into a Sheltered Court residents enjoy living within a secure, comfortable and close-knit community, where there are people around to talk to and socialise with.

## All our Sheltered Housing is available for rent and includes:

- Secure door entry
- Emergency alarm link
- Communal lounge and kitchen
- Laundry
- Sheltered Housing Co-ordinator
- Window cleaning
- Guest bedroom for visitors
- Private parking
- Communal gardens
- Repairs service
- Aids and adaptations service
- Gardening service



Available  
for rent

# Extra Care

Extra Care offers a new approach to housing for the over 55's that promotes the wellbeing of residents and provides a quality home for life.

You have your own private apartment, plus state of the art communal facilities. Residents can eat in the bistro, enjoy a hair cut at the salon or relax with a pamper treatment in the health and wellbeing suite.

Our Extra Care schemes have a manager who looks after the building and supports the residents. Residents also benefit from care which is tailored to suit their individual needs and an on-site emergency response service.

Residents can also enjoy a full programme of activities from exercise classes to computer lessons.

The main benefit of Extra Care schemes is that they are designed to provide a home for life, with features such as flat floor wet rooms rather than bathrooms, which enable the residents to shower easily on their own or assisted if their needs change. The level of care and support can also be increased or decreased to ensure that you do not have to move if your personal needs change.

**All our Extra Care apartments are available for rent and to purchase on a Shared ownership basis (up to 75% share) and include:**

- Secure door entry
- Emergency alarm link
- Bistro café
- Hairdressers and beauty salon
- Health and wellbeing suite
- Activity rooms and communal lounge
- Guest suite for visitors
- Private parking
- Assisted bathing facilities
- On-site care
- Scooter store
- Laundry
- Library and IT suite
- Communal landscaped gardens
- Repairs service
- Aids and adaptations service



Available  
for rent  
and shared  
ownership

# Supported Housing

Our Supported Housing offers a wide range of one and two bedroom apartments and self contained bungalows in ideal locations across Crewe, Nantwich and the surrounding villages.

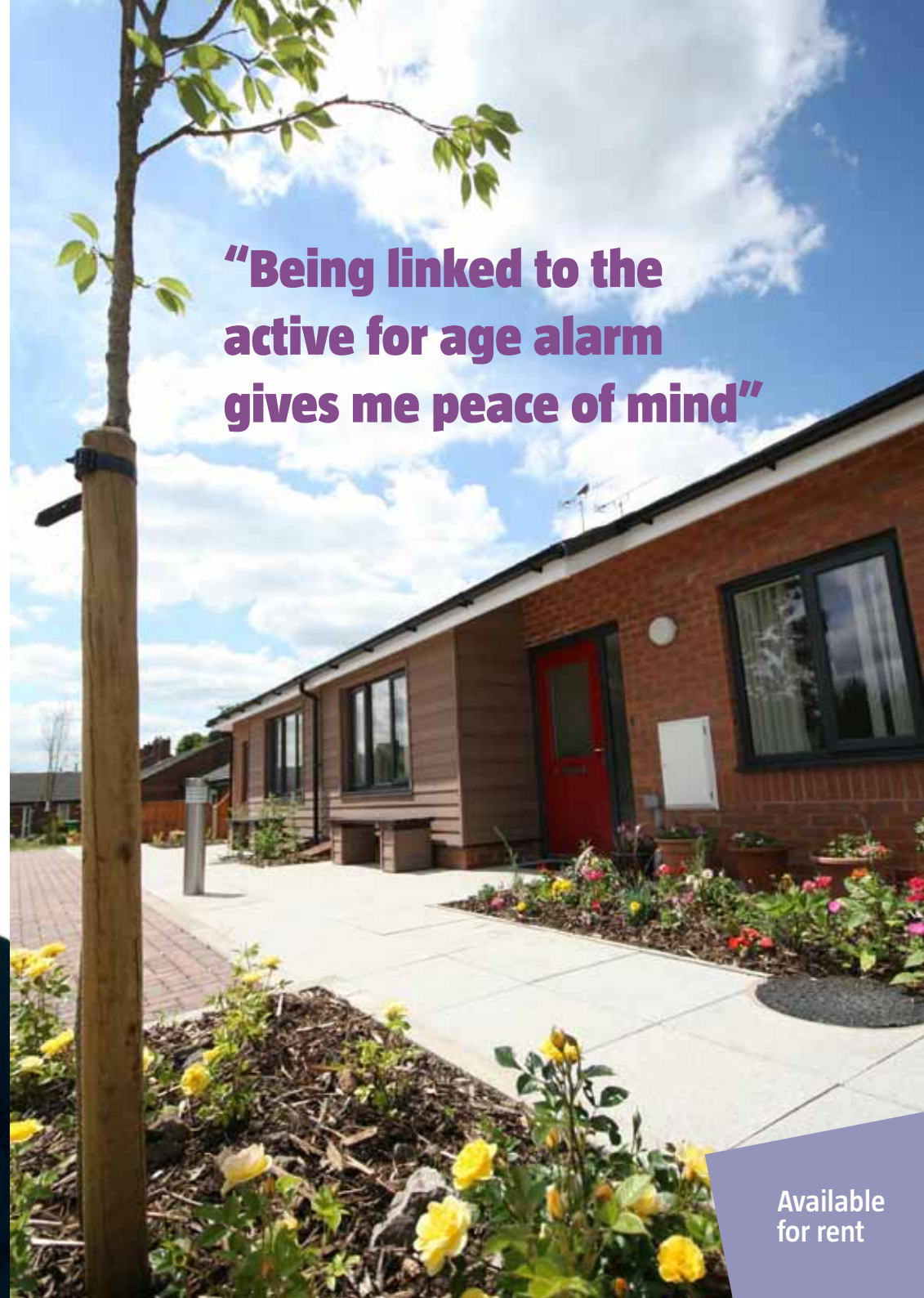
Residents enjoy regular visits from their dedicated mobile support officer, a personalised support plan and the emergency alarm service.

**All our Supported Housing is available for rent and includes:**

- Emergency alarm link
- Dedicated Mobile Support Officer
- Personal support plan
- Repairs service
- Aids and adaptations service



**“Being linked to the active for age alarm gives me peace of mind”**



Available  
for rent

# Am I eligible and how do I apply for a home?

All of our older person's housing is primarily for those over 55 years old. However, people under 55 with a support need may also be considered if we feel they will benefit from living in a supported environment. This may include those who are already in need of, or receiving community care services due to physical or learning disability, mental health issues, age or illness.

**If we feel you would benefit from living in one of our properties or would like to talk to us about your housing needs, please call us today on 01270 506200.**

Sometimes our housing may be unsuitable because it does not meet all of your needs, if so we will direct you to more suitable housing options or services in your area of choice.

Whilst we welcome applications from everyone, there may be a number of reasons why applicants will not be accepted. A person may not be considered if one of the below applies:

- They are unable to live independently even with support
- They are unable to pay the rent
- They are not entitled to residency in the UK
- They are considered likely to cause a nuisance to other tenants
- They have a conviction for an offence that is incompatible with living in sheltered accommodation
- They are known to have breached tenancy conditions with a local authority or Registered Social Landlord for either their current tenancy or a previous one

**If you feel the decision is wrong or unfair you have the right to appeal by contacting our Supported Housing and Services Manager on 01270 506200.**

## Contact details:

### Wulvern Head Office

Wulvern House  
Electra Way  
Crewe  
CW1 6GW  
Call 01270 506200

### Wulvern Office Crewe

Edleston Road  
Crewe  
Call 01270 506200

### Wulvern Office Nantwich

Beam Street  
Nantwich  
Call 01270 506200

### Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

### Opening hours for Wulvern Office Crewe

Monday 9am – 5pm  
Tuesday 10.30am – 5pm  
Wednesday 9am – 5pm  
Thursday 9am – 5pm  
Friday 9am – 5pm

Closed between  
1pm - 2pm

### Opening hours for Wulvern Office Nantwich

Monday 9am – 5pm  
Tuesday 10.30am – 5pm  
Wednesday 9am – 5pm  
Thursday 9am – 5pm  
Friday 9am – 5pm

Closed between  
12.30pm - 1.30pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

### Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم  
01270 506200

### Chinese

如欲索取閣下語言的資料，請致電  
01270 506200 向我們查詢

### Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200  
નંબર પર ફોન કરીને અમને પૂછો.

### Italian

Per informazioni nella vostra lingua siete pregati  
di contattare il seguente no.01270 506200

### Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان یی بکه به  
01270 506200

### Polish

Po informacje w języku polskim prosimy  
dzwonić pod numer 01270 506200

### Portuguese

Para informação na sua linguagem, por favor  
fale com nos, 01270 506200

### Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,  
01270 506200

### Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔

### Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে  
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



[www.wulvern.org.uk](http://www.wulvern.org.uk)

**01270 506200**