

A guide to older people's **ACCOMMODATION** in Oxford



Guide to housing choices for older people in Oxford. Includes:

- Sheltered and Extra Care Housing listing
- Money Matters
- Staying Healthy
- Staying Safe

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Introduction

Our housing needs change throughout our lives and as we get older we may start thinking about whether the home we live in is still suitable for our needs and will continue to be so.

This guide explains some of the options available to older people whether you need help to stay where you are or you would prefer to move. We have included a list of Oxford City Council and registered provider properties available to older people in the City with details of how to apply for them as well as information of available support and other relevant services.

Housing Choices



There are a wide range of housing options available for older people, the main ones are listed below. This chapter gives an explanation of each.

- **Staying put in your own home**
- **Designated 55+**
- **Sheltered Housing**
- **Extra care housing**
- **Renting privately**
- **Residential care and nursing homes**

For some individuals adaptations and support to allow them to remain in their own home might be the preferred choice whereas for others the full range of care and support offered by a nursing home might be more appropriate, there are also many choices in between.

Staying put in your own home

There are many advantages to staying in your own home, however you may find that as you age it becomes more difficult to manage or that you worry that you might fall or forget to take medication for example.

There is plenty of help available such as having a cooked meal delivered, adaptations to make it easier to move around your home and assistive technology such as alarms. To discuss these and other options contact the relevant supplier or Social Services, their contact details are below and at the end of this chapter.

Home Improvement Agency

If you live in Oxford you might be able to get help from the **Home Improvement Agency** if you are;

- Over 60
- On a low income
- Perhaps have a long term health condition or disability.

The following services are coordinated by the Home Improvement Agency

The Small Repairs Service: The Small Repairs Service offers a range of advice and assistance to help people over 60 years old who want to remain independent and continue to live in the home of their choice.

You qualify for this service if you are a homeowner or a tenant. The service doesn't cover repairs which are the responsibility of your landlord.

Essential Repairs Grants: An Essential Repairs Grant (ERG) is a discretionary, means tested grant targeted to owner occupiers on low incomes to help them carry out essential repairs to their homes. The aim of the service is to protect the wellbeing of residents, helping them to remain in their own homes, by meeting minimum health and safety standards and addressing issues such as fuel poverty and other environmental issues.

Disabled Facilities Grants: The DFG is a means tested grant available to disabled people for essential adaptations to provide improved facilities and allow freedom of movement into and around the home.

The maximum grant available is £30,000. To make sure that we help those who are most in need, a means test is carried out assessing the income and capital of the disabled person and that of their spouse. If you are on a low income you may have the DFG for the full cost of the work up to a maximum value of £30,000. If your income is higher than your assessed needs you may have to contribute towards the cost of work.

If adaptations and additional facilities are needed the DFG offers help with the cost of providing these. This helps to make it easier for a disabled person to continue living in their own home.

Flexible Home Improvement Loans: This is a loan scheme for owner-occupiers aged 60 and over, designed to help with work to improve the comfort, safety, security and repairs to your home. This is a Government supported loan to assist clients in releasing some of the equity in their property to enable these improvements.

Further information on all of these services can be found on our website www.oxford.gov.uk/homeimprovement or by calling **01865 249811**.

Community alarm services and assistive technology

Alarms, sensors and helpful gadgets: As well as equipment and adaptations, there are other items of helpful technology that can help keep people safe in their home and increase their independence.

There are two types:

- **Telecare** is a range of equipment with an alarm linked through the home telephone to a call centre where staff can respond when the alarm is activated. The service helps to give you more independence and reassurance. The alarm consists of a base unit, linked to the home telephone and a personal alarm. The most common type enables a person to summon help if they have a fall, it can be worn around the wrist or neck or attached to a belt.

There are also other wireless sensors that can be linked to the base unit which monitor the home environment, which can detect potential dangers such as smoke or overflowing water.

- **Assistive Technology** is the term used for simple gadgets which could help you to manage more independently for example reminding you when to take prescribed medication or to take your keys when you leave the house.

What happens when I activate the alarm? Trained staff at the monitoring centre will respond 24 hours a day, 365 days a year, when the alarm is activated. They may contact your nominated relative, friend or neighbour who has been provided as the key-holder and responder. They may send out a responding officer or they may contact the emergency services if necessary.

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How do I get equipment to help me keep my independence?

If you wish to be assessed for this equipment through Oxfordshire County Council then you need to complete a form.

You can either download the form from www.oxfordshire.gov.uk go to 'Social and health care', click on 'Adult social care' and then 'Requesting an assessment'. You can also call the Social and Healthcare team on 0845 050 7666 and complete the form by telephone.

If you wish to buy the equipment directly contact 'Community Voice' by emailing oxfordshirereferrals@communityvoice.org.uk or telephone 0870 005 6411.

Adaptations

Adaptations can help a disabled person remain in their home by giving them the support to remain independent.

You can ask your doctor (GP) for an assessment form for an Occupational Therapist (OT) who will assess your needs and make recommendations for work to be carried out.

What adaptations might be carried out?

- Widening doorways and installing ramps making it easier for you to get in and out of your home

- Providing or improving access to rooms and facilities e.g. installing a stair lift or providing a downstairs bathroom
- Improving or providing a heating system making it suitable for the needs of a disabled person
- Adapting heating or lighting controls making them easier to use.

Designated 55+

These are a cluster of properties, usually flats, which are only let to people who are older than 55 years. They are suitable for people who are active and have no specific support needs. The main attraction of these is;

- Residents have similar life styles e.g. singles or couples without children
- Quieter

Sheltered housing

Sheltered housing schemes are usually secure, purpose built properties designed specifically for older people. They usually include extra facilities such as:

- Alarms
- Communal facilities
- On site guest rooms for visiting family to stay in
- Charging stations and parking for mobility scooters

Most schemes run a range of activities organised by tenants.

Sheltered schemes generally do not have on-site staff or wardens and tenants are expected to live independently. Visits from care or support staff can be arranged as part of a care package, subject to assessment by the County Council. To arrange an assessment you should visit the County Council website www.oxfordshire.gov.uk and go to:

- Social and Health Care;
- Adult Social Care;
- Requesting an assessment;

You can also call the Social and Health Care team on 0845 050 7666 and complete the form by telephone.

Some sheltered housing is available through Oxford City Council and its partner registered providers, these are listed at the back of this booklet.

Extra care housing

Extra care housing offers more support for people who have a higher level of need. Services might include;

- Alarms
- Communal facilities
- On site guest rooms for visiting family to stay in

- There may be a range of organised activities offered
- Planned visits from on site support staff as part of a care package
- Charging stations and parking for mobility scooters
- Meals
- Visiting doctor
- Hairdressers
- Chiropodist
- Lifts above 1st floor
- Wheelchair accessible

Extra care housing in Oxford is available through registered providers and, these are listed at the back of this booklet.

Renting privately

Oxford has a large number of private rented homes. You can find accommodation to rent;

- Through adverts in local papers
- On-line, www.rightmove.co.uk
- By visiting local estate and letting agents.

Most private rental property is let on an 'assured shorthold tenancy'- this means your landlord has the right to end the tenancy after the first six months. However, more often than not, the tenancy will usually be renewed for a further period.

You may be entitled to benefits to help you pay your rent and other costs such as council tax – more information can be found in the Money Matters section of this guide on page 9.

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A letting agent should not charge you unless they find you a property you want. Check the terms of your agreement for the deposit needed, how to pay rent and who is responsible for repairs.

Residential care and nursing homes

A **residential care home** provides long and short term accommodation for people who need help with day to day tasks such as:

- Personal hygiene, including help with washing, bathing, shaving, nail care and oral hygiene
- Continence management, toileting, skin care, incontinence laundry and bed changing
- Food and diet, including preparation of food, meeting dietary requirements and assistance with eating

- Counselling and support, including behaviour management, psychological support and reminders
- Simple treatments, including assistance with medication (including eye drops) application of simple dressings, lotions, creams and oxygen therapy
- Staff available 24 hours a day
- Personal assistance, including help with dressing, surgical appliances, mechanical or manual aids, assistance with getting up or going to bed.

A **nursing home** provides the same help and assistance as a care home but also has professional, registered nurses and experienced care assistants who can provide 24 –hour nursing and care services for people with more complex health needs as prescribed by a doctor. As well as providing general nursing care many homes offer additional services: rehabilitation, therapies such as pain, speech or physical therapy; specialist health; dementia care; EMI (elderly mentally infirm) nursing care; and cancer care. Some nursing homes may offer services for younger people (aged 18 to 64) with physical disabilities.

How do I apply to move into a residential care or nursing home?

You can refer yourself for a care needs assessment or be referred by a relative, friend, neighbour, social worker, health professional or doctor or anyone else who knows you well. During the assessment you can have someone with you to help you put your views forward. You can also have your GP, a district nurse or other health professional who knows you well there.

Choosing a home

You can find up to date information on care home vacancies at www.carebooking.co.uk. The website also gives information about each home including its facilities and services, whether there are any vacancies and details so you can get in touch to find out more.

What is the cost and how do I pay?

Oxfordshire County Council has published a guide '**Financial Information for Care Home Residents**' which provides comprehensive information if you are considering going into a care home on a permanent or temporary basis. The booklet is available from:

Oxfordshire Social and Health Care Team (*previously known as the Access Team*)
PO Box 780, Oxford OX1 9GX

Tel: 0845 050 7666 Fax: 01865 783111

Out of hours emergency number: 0800 833408 (freephone)

Website and contacts

The Elderly Accommodation Council (EAC)

This site has lots of useful information about housing options for older people including details of available schemes across the country
www.housingcare.org

EROSH (National Consortium for Sheltered and Retirement Housing)

Has a good overview of what you can expect in terms of good practice from sheltered housing providers www.erash.co.uk

Housing Association contact list

If you would like to ask specific questions about a scheme you are interested in please contact the housing association that owns the property. A list of the associations and their main office contact numbers are listed below.

The Abbeyfield Society

T: 01865 243071
www.abbeyfield.com

Anchor Trust

T: 08457 758595
www.anchor.org.uk

Catalyst Communities Housing Association

T: 01865 712244
www.chg.org.uk
The Farmhouse, Nightingale Avenue,
Oxford OX4 5BU

GreenSquare Group

T: 01865 773000
www.greensquaregroup.com
244 Barns Road, Oxford OX4 3RW

Housing 21

T: 01865 251064
www.housing21.co.uk
Longwood House, Love Lane
Industrial Estate, Cirencester GL7 1YG

Jephson Housing Association Group

T: 01926 339 311
Minicom 0800 731 9549
www.jephson.org.uk
Jephson House, Blackdown,
Leamington Spa, Warks CV32 6RE

The Orders of St John Trust

T: 01865 397980
www.osjct.co.uk
Isis Care and Retirement Centre,
Cornwallis Road, Oxford OX4 3NH

Oxford City Charities

T: 01865 553043
www.oxfordcitycharities.org

St John's College Housing Association

T: 01865 269082
c/o Savills, Wytham Court,
11 West Way , Oxford OX2 0QL

St Luke's Housing Society Ltd

T: 01865 769 726
www.saintlukeshousing.org.uk
7 McMaster House, Latimer Road,
Headington OX3 7PX

Wyndham Housing Association

T: 01865 511239
www.wyndhamhousing.org
Wyndham House, Plantation Road,
Oxford OX2 6JJ

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Boost your income

Even balancing your budget, you might still not have enough money coming in.

Help with the cost of living

Many retired people do not claim all the benefits that they are entitled to. Benefit rules are not needlessly generous, so if you qualify for any help you should take up your entitlement.

There are two main types of benefits: means-tested and non-means-tested.

Means-tested benefits are paid according to the size of your income and savings; they include Pension Credit, Housing Benefit and Council Tax Reduction. If you qualify for a means-tested benefit you may be eligible for other concessions, such as, help with health costs.

Most people over Pension Credit age are eligible for a Winter Fuel Payment to help with their heating costs – this is non-means-tested. More information can be found at www.ageuk.co.uk.

Housing Benefit and Council Tax Reduction

What can I claim for?

- Rent paid to a private landlord or housing association or for a council home
- Paying Council Tax on your home.

When can I apply for Housing Benefit and a Council Tax reduction?

You should claim as soon as possible. If you delay in claiming, you may lose benefit.

If you think you are going to need help with your rent in the future, you can apply up to 13 weeks in advance.

You may also be able to ask for Housing Benefit to start before the date you applied. This is called backdating a claim.

How do I apply for Housing Benefit and Council Tax Reduction?

To claim Housing Benefit and / or a Council Tax reduction, you will need to make an application and we offer a number of options to help you with this.

The fastest way of making your claim, is to complete an electronic claim in person, at our council offices. Find your nearest office from our Customer Service Centres page on the council website www.oxford.gov.uk.

If you would like to make your claim in this way, please contact us on **01865 249811** and we will arrange an appointment for you to come and make your application.

You will need to provide some evidence to support your application and this can vary depending on your circumstances.

Citizens Advice Bureau (CAB)

Citizens Advice Bureau provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. They have a national network of offices as well as a comprehensive website www.adviceguide.org.uk or www.caox.org.uk

Local CAB offices

Oxford: 95 St. Aldate's, Oxford OX1 1DA

Abingdon: The Old Abbey House, Abbey Close, Abingdon, Oxon OX14 3JD

Banbury: 26 Cornhill, Banbury, Oxfordshire OX16 5NG

West Oxon: Chipping Norton, 31 High Street , Chipping Norton, OX7 5AD
The Old Print House, Marlborough Lane, Witney, Oxon OX28 6DY

For details of other CAB offices in the county visit www.caox.org.uk
For appointment at any of the offices telephone **0844 411 1444**

Credit unions

Credit unions are small non-profit financial organisations set up by members with something in common to benefit their community.

Whether you become a saver or a borrower, credit union membership makes financial and social sense for you as well as for your local community. As a saver, you have the knowledge that your savings are safe and in addition, you know that your savings are used to help people from your own community. As a borrower, you have the knowledge that the credit union provides you with an affordable and flexible loan, with free life insurance and no charges for changing your repayment schedule.

Who can join?

Unlike banks and building societies, credit unions are formed around a common bond. This is a recognised group of individuals who share a common interest. The common bond establishes a degree of mutual

accountability amongst the membership, which encourages active support and a responsible attitude of members towards their credit union. For the Oxford Credit Union, the common bond is 'living and/or working (including voluntary work) within Oxfordshire'

Oxford Credit Union

Temple Court Business Park, Suite 1a, 107 Oxford Road,
Cowley, Oxford, OX4 2ER
www.oxfordcreditunion.co.uk Tel: 01865 777 757

Blackbird Leys Credit Union,

Leys Linx Centre, Blackbird Leys Road, OX4 6HW
www.bbclu.org.uk Tel: 01865 718503

Other credit unions

If you don't live in Oxfordshire you may be able to join another credit union, you can find details at www.findyourcreditunion.co.uk

Utilities

Electricity and gas

Energy saving tips

The rising cost of energy puts pressure on all our household finances. The following tips will help to keep the costs down;

- Make sure you turn your lights, appliances and chargers off when you're not using them. If you turn a light off for even a few seconds, you will save more energy than it takes the light to start up again, no matter what sort of lights you have.
- You can save more money each year just by being careful how you use your kitchen appliances.
 - Set your washing machine to wash at 30°C.
 - Only use your tumble dryer when you can't dry your clothes outside.
 - Don't fill your kettle right up every time – just boil the amount of water you need.
- If you've got a shower that takes hot water straight from your boiler or hot water tank (rather than an electric shower) then you may be able to fit a water-efficient shower head and cut your hot water use without noticing any difference when you shower.

A shower head will only cost a few pounds and will save money on water heating, and water bills if you have a water meter.

- If you have an un-insulated hot water cylinder, you could start saving now by fitting a tank jacket. And while you're about it, insulate any exposed hot pipework around the cylinder and around the boiler.
- Unless your home is very new, you're likely to be losing some heat through draughts around doors and windows, floors and, chimneys.

It is worth draft proofing your home. You can use the Small Repairs Service to help you with fitting these.

- Use low energy light bulbs.

Other suggestions

- Put a lid on saucepans when heating food
- When drying clothes indoors don't put them on radiators instead place a clothes horse in an unheated room with the window open. Make sure the door is closed so the rest of the house doesn't get cold
- Put silver foil behind radiators to reflect heat back into the room
- Move furniture away from radiators so the heat can circulate
- Turn off the light when you leave the room.

Water Meters

Unfortunately there is not the option to switch suppliers if you are worried that you are paying too much for your water bills.

You can however switch to a water meter which could save you money as you will only then be charged for the water you actually use.

Most households are entitled to have a meter fitted and your water company will not charge you for this. For information about getting a water meter fitted you should contact your water company.

The Assessed Household Charge

The Assessed Household Charge is available to customers who have asked to have a water meter fitted and it has not been possible for example in a block of flats or if the pipework is unsuitable. This may be considerably cheaper than paying water rates.

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Help with energy bills

If you are a pensioner and/or are on a low income you may be able to get help towards the cost of your gas and electricity bills.

Winter Fuel Payment: A Winter Fuel Payment is a tax-free payment for older people. It is paid every year during the winter to help with your fuel costs. However, you can choose how you use the money. Winter Fuel Payment does not depend on how cold the weather gets. There are other payments that are only paid when the weather reaches a certain temperature, called cold weather payments. These are made to people on some income-related benefits during cold weather.

Who Qualifies? To qualify for the Winter Fuel Payment you must have reached state pension age by the qualifying week (always the third Monday in September) for the year in which the payment is being made.

How do I get Winter Fuel Payment? Most people who are entitled to a Winter Fuel Payment do not need to make a claim. If you get State Pension, Pension Credit, Income Support, income-based Jobseeker's Allowance, Attendance Allowance, Disability Living Allowance, Personal Independence Payment, Incapacity Benefit, Industrial Injuries Disablement Benefit, Carer's

Allowance, Severe Disablement Allowance or a Bereavement Benefit, and you are getting one of these benefits in the qualifying week you do not need to make a claim. A Winter Fuel Payment will be made automatically.

If you successfully claimed a Winter Fuel Payment the previous year and your circumstances have not changed, you also do not need to make a claim.

If you are not getting one of these benefits in the qualifying week and you have not successfully claimed a Winter Fuel Payment before, you will have to make a claim. The Department for Work and Pensions may get in touch with you anyway and send you a claim form. If this does not happen, you can get a claim form from the Winter Fuel Payments helpline or from the GOV.UK website at www.gov.uk

The Winter Fuel Payments helpline: The Winter Fuel Payments helpline is on 0845 915 1515 (text phone 0845 601 5613). You can use this helpline for any queries you have about Winter Fuel Payments, or to find out what is happening if you are expecting a payment and it is late.

The Warm Homes Discount Scheme

www.gov.uk/the-warm-home-discount-scheme/eligibility

If you are on a low income, you may qualify for the Warm Home Discount Scheme. This gives a rebate to pensioners on low incomes and some other customers on low incomes. The Warm Home Discount Scheme will run each winter until 2014/15.

The Warm Home Discount Scheme is run by energy companies, who are required by law to offer this rebate. If you're not a pensioner on a low income, you may still be eligible for the Warm Home Discount Scheme. Each energy supplier has different criteria, so contact your supplier to check whether you're eligible.

In 2013-2014 if you are a pensioner on 20 July 2013, you can qualify for a warm home discount if you are either:

- Under 75 and only get the Guarantee Credit part of Pension Credit – not the Savings Credit part
- 75 or over and get the Guarantee Credit part of Pension Credit - even if you also get the Savings Credit part
- Your name or your partner's name must be on your electricity bill, and your energy company must be taking part in the Warm Home Discount scheme
- More information on energy suppliers taking part in the Warm Home Discount Scheme is at www.gov.uk/the-warm-home-discount-scheme.

If you are on a low income, it will be up to your supplier to decide whether you can get the Warm Home Discount. You may be eligible if you're on a low income and you have a disability or long-term illness, or children. The actual criteria used will vary depending on your supplier.

Each supplier has their own rules about who else can get the discount. You should check with your supplier to see if you can get it.

The Home Heat Helpline

The Home Heat Helpline is a service for vulnerable customers struggling to pay their bills. It is funded by the energy suppliers, and provides information on grants, payment schemes and benefits that may be available as well as basic advice about energy efficiency.

Tel: **0800 336699** (freephone) Website: www.homeheathelpline.org.uk

The Energy Saving Trust

The Energy Saving Trust has an on-line home energy check to find out where you could make savings on your bills. You can also contact your local Energy Saving Trust advice centre for help:

Tel: **0300 123 1234** (freephone) Website: www.est.org.uk

Charis

Charis grants has details of schemes run by energy suppliers to help some customers in debt at www.charis.grants.com

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Forever Fit

Sports and physical activity for people aged 50 and over

Keeping active is important throughout life, particularly as you get older. Taking part in light activity can help you look after your heart and other vital organs. It can reduce the likelihood of heart disease, help to maintain healthy lungs and help keep your bones and joints healthy, as well as many other benefits.

In addition to improving your physical health, being active can also improve your wellbeing, reduce the feeling of loneliness and is great for meeting new people.

It is recommended that adults undertake at least 30 minutes of moderate exercise daily, however this does not have to be done all in one go and can be broken down into three 10 minute slots, for example.

Moderate exercise should make you feel a little warmer and get your heart beating a little faster, and can include activities such as Yoga, swimming or light gardening. Remember to consult your doctor before undertaking any new exercise for the first time.



Health Walks

Health Walks are short, organised walks, led by trained volunteers from the local community. They are part of the national Walking the Way to Health Initiative which has helped to develop walks across the country. Designed with health in mind they can improve both physical and mental health by offering a safe, friendly and supported environment where everyone can walk at their own pace and not be left behind to walk alone. There is also opportunity to socialise during refreshments at the end of the walk.

Health Walks are perfect for beginners, for those who would like to become more active or perhaps lack the confidence and knowledge about where to walk. Many of the walks have a variety of routes and offer the opportunity to move onto more challenging walks as fitness increases. However, there will always be a short, unchallenging walk on offer for those who need it and all walks are supported by volunteer walk leaders.

There are various local walks around the county and we are continually looking to expand the walking programme, but as walks are primarily led by volunteers we are limited by the number of volunteers we have. So, if you enjoy walking and meeting people and have a little spare time why not think about being trained as a volunteer walk leader?

For details about Oxfordshire Health Walks and other activities visit www.getoxfordshireactive.org

Green Gyms

You may prefer an alternative method of getting your quota of physical activity! There are now Green Gym sites around Oxfordshire, which offer a range of activities to promote conservation in local communities, while getting exercise at the same time. Green Gyms are organised nationally by The Conservation Volunteers (TCV) and supported locally by other organisations.



Conservation tasks may vary according to season and need, but examples are planting bulbs, planting hedges, or cutting back overgrown areas. No experience is necessary as trained leaders are there to support and all tools are provided. The sessions are free of charge and are an opportunity to meet other people with an interest in the environment and also have that all important tea break to socialise!

Sites that are currently in operation in Oxfordshire are- Abingdon, Bicester, Chipping Norton/ Woodstock, Sonning Common and Wallingford.

For more information on Green Gyms and the work of TCV, please visit www.tcv.org.uk and click on the Green Gym tab on the left of the page.

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The Oxford Safer Communities Partnership (OSCP) is the lead body responsible for the delivery of Oxford's vision to be a safe city. Partners include Thames Valley Police, Oxford City Council, Oxfordshire County Council, the Probation Service and Primary Care trust. OSCP activities have had a significant impact in crime and disorder since its inception in 1998/1999

In 2009/10 there were 71% fewer domestic burglaries and 80% fewer car crimes than ten years before. Violent crimes fell by 6% and robbery by 12%. Oxford City Council's Citizen's Panel survey has shown that over the past 3 years the public's confidence has grown in the police and local authority's ability to deal with crime and antisocial behaviour issues in their area; In 2008, 38% of respondents agreed that the Police and local council were dealing with crime and antisocial behaviour issues in their area; by 2010 this had risen to 50% of respondents.

We can all do something to avoid becoming a victim of crime, a lot of which is common sense, but it can make a difference to your safety.

If your personal safety is in immediate danger or there is an emergency, please call the police on **999**.

If the crime is not in progress but, you are concerned about your personal safety, please call **0845 8505 505**, the 24-hour Thames Valley Police non-emergency number. If you do not wish to give information to the police, please call Crimestoppers on **0800 555 111**

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Protect your home from distraction burglary

Keep telephone numbers of utility companies near your front door. Contact your local crime prevention and reduction adviser who can give you a list of reputable local utility companies. Make a note of the Thames Valley Police 24-hour general number - **0845 8 505 505**.

If someone calls at your door and claims to represent a company, organisation or group, ask to see their identity card. It is also worth calling the company to confirm the visitor's identity. Use the number given in Yellow Pages rather than the number given on the visitor's identity card.

Call utility companies and ask to join their free doorstep password scheme. Then, when any visitor claiming to be from a local company calls at your home, they must say this personal password before you let them in. If they can't say your password, keep the door shut and call the utility company straight away.

Lock, stop, chain, check

Lock: Make sure that your door is locked when you're at home. Don't unlock it until you're sure who is on the other side. Be extra careful who you answer your door to - if you're unsure, don't open your door.

Make sure that your back door is closed and locked before answering your front door - thieves sometimes work in pairs, with one entering through the back door while the other knocks on the front door.

Stop: If someone appears at your door and you're not expecting any visitors, check that all the doors are locked. Look through the spy-hole viewer or one of your windows to see who it is.

Install an outside light above your door. When someone calls at your door, turn the light on to get a good look at them. Position the light so that it lights up the caller's face.

Chain: If you decide to open the door, put the door chain or bar on first. Keep the bar or chain on while you are talking.

Normally, when the door is shut and locked, leave the bar or chain off, in case you need to get out in an emergency - such as a fire, or if someone wanted to enter your property if you needed help.

If you need glasses to read the caller's ID card, close and lock your door before going to get your glasses. Never leave the door open and unattended.

Check: Ask for, and double check, the caller's identity card. Keep your door chain on while you do this. And, if you're still not sure, ask for a number that you can ring to confirm their identity. If they can't show you any identification, don't let them in.

Buying on the doorstep

What is doorstep selling?

Doorstep selling is when someone sells you goods or services, such as roofing, in your home or on your doorstep. There are legitimate doorstep traders – but there is a risk you may be pressured into buying something you do not want or that is not good value for money from rogue salespeople.

This guide helps you shop more safely with a trader at your home, and explains some of your legal rights.

Think twice before you buy

Doorstep traders often use a range of high pressure tactics to persuade you to buy. If you feel under pressure to make a purchase, have the confidence to say:

- You do not buy goods or services at the door
- You'd like more time to think about it
- You want to shop around and get other quotes

- You have to discuss it with someone else (for example, your partner or son/daughter).

If the trader tells you you'll miss an exclusive offer, that's just another high pressure tactic.

Double check the facts

- Do you fully understand the total costs of the transaction including estimates, delivery and installation?
- Do you understand your rights if you sign a contract?
- Do you know the arrangements for aftersales servicing, such as the guarantees or warranties?

Only once you are satisfied that the transaction is entirely acceptable, should you agree to make a purchase.

Buy wisely

- Don't sign on the spot, consider carefully whether you want the goods or service
- Always shop around for the best price
- Be wary of special offers or warnings about your home
- Don't hand over a cash deposit
- Don't agree to a trader starting any work straight away
- Talk to someone you trust for a second opinion
- If in doubt, call Consumer Direct on **08454 04 05 06**.

Trade associations

If the trader claims to be a member of a trade association, you should get in contact with membership.

Your rights

If you spend more than £35 with a trader in your home or on your doorstep, you usually have seven days to change your mind and cancel and get back any money you have paid. Be wary of traders who try and get you to agree to begin work before the end of the cooling off period. Your right to cancel should also be given to you in writing by the trader. If you are not given this information, the trader can't hold you to anything in the contract and you don't have to pay anything. If you decide to cancel and you have not agreed to anything in writing or you have not consumed any goods, advise the trader in writing within seven days of being told of your right to cancel. Keep a copy of your letter or email as proof of cancellation. However, if you agree in writing to work starting or consume goods within the seven day period and then cancel, you may have to pay something. This is the only circumstance in which you can't get all your money back. If the trader has started work early and you didn't agree to it in writing, then you don't have to pay anything if you cancel.

Office of Fair Trading (OFT) publications are available at www.offt.gov.uk/publication

Property Listings

Council and registered providers



A selection of sheltered and extra care housing is listed on the following pages. A list of providers is shown on page 8.

Vacancies are advertised on a fortnightly basis through our Choice Based Lettings web page, however some providers advertise independently and you should contact them if there is a particular property you would like to be considered for.

In order to be eligible to bid for properties advertised through Choice Based Lettings you will need to be accepted on the Housing Register; details of how to apply are on the next page.



KEY



Sheltered housing



55 or older only



Extra-care housing



Some adaptations for disabled



Number of bedrooms



No gas supply



Controlled entry



Assistance alarm



Off street parking / no parking



Private garden / no garden / shared garden



Pets allowed with permission / No pets



Lift



Near to bus stop



Near to shops

How to apply

- Complete an 'Application for Inclusion on the General Housing Register' or
- Complete an 'Application for Transfer' if you are already a social housing tenant

Contact Housing Services
01865 249 811
if you require any assistance with bidding.

Return it to Oxford City Council with any documents which support your application. Details are on the application form.

Your application will be assessed by an Assessment Officer who will contact you to complete a sheltered housing assessment.

If you are already a council or housing association tenant, your Housing Officer will visit you. The visit should take about 20 minutes.

When the application process is complete you will be informed what type of home you are eligible for. You will receive a 'Choice Based Lettings Information Pack'. It can be sent to a family member or friend if you would prefer.

Properties are advertised for 2 weeks and you can 'bid' (register your interest in) for up to 3 properties per bidding cycle. If you are successful you will be contacted by a representative of Oxford City Council.

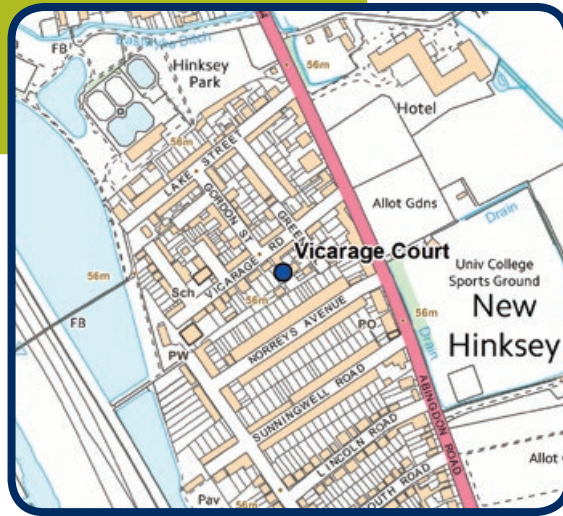
Information on bidding is available in the 'Choice Based Lettings Information Pack'.

You may prefer to stay in your own home in which case the visiting officer will be able to discuss the services available which will enable you to do this.

Contents

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Abingdon Road



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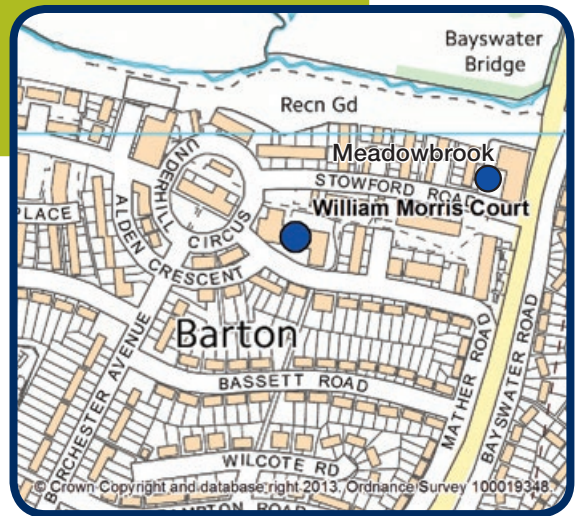
Vicarage Court

Vicarage Road, Oxford, Oxfordshire OX1 4RZ

Purpose-built and well-maintained rented accommodation for people over the age of 55. Self-contained homes allowing the privacy and independence. All properties have an emergency alarm. A wide range of facilities, including a communal lounge, hobby room, an on-site laundry, and a guest room for visitors.



Barton



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Meadowbrook

1-22 Meadowbrook, 59 Stowford Road, Barton, Oxford, OX3 9PP

Close to all local shops, GP, Post office, regular bus route to city centre, hospitals and community centre – pleasant rear gardens with seating area. Communal facilities – laundry and day room.

22



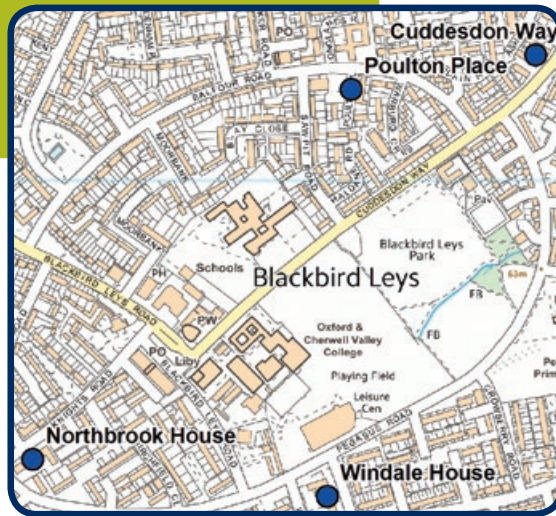
William Morris Court

1-37 William Morris Court, Stowford Road, Barton, Oxford, OX3 9PW

Pleasant rear gardens with seating area, close to local shops and regular public transport to city centre and hospitals. Communal laundry room and guest room. Activities held at nearby Meadowbrook scheme (above).



Blackbird Leys



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Northbrook House

Knights Road, Blackbird Leys

Communal lounge and kitchen. Guest room for family or friends. Buses to Templar Square and the City Centre. Local shops 5 minutes walk away. Health centre a 15 minute walk away. Regular activities include bingo and coffee mornings.



Poulton Place and Cuddesdon Way

Blackbird Leys Oxford

These properties are conveniently located close to a bus route and offer one and two bedroomed homes for independent living.





Windale House,

Blackbird Leys

Communal lounge, kitchen, laundry and toilet. Guest room. Two floors.
Communal heating system.

Regular bus services nearby to the City centre, Cowley centre.
Local doctors surgery close by.



www.oxford.gov.uk



City Centre



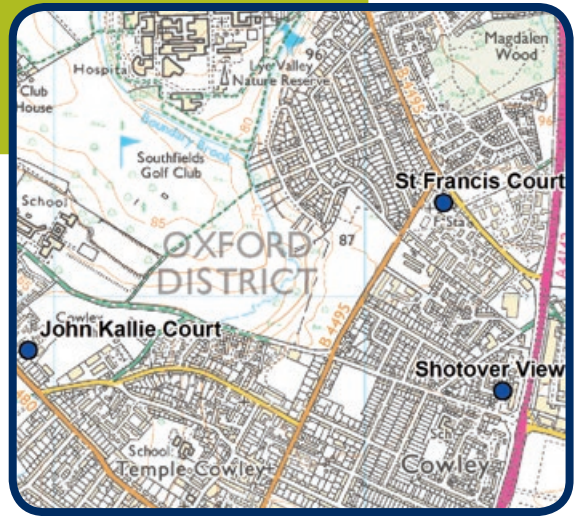
Jackson Cole House

St Thomas Street, Oxford, Oxfordshire OX1 1JF

Purpose-built and well-maintained rented accommodation for people over the age of 55. Self-contained homes allowing the privacy and independence. All properties have an emergency alarm. A wide range of facilities, including a communal lounge, hobby room, an on-site laundry, and a guest room for visitors.



Cowley



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John Kallie Court

1-39 John Kallie Court, Catwell Close, Cowley, Oxford, OX4 2YF

Spacious flats close to all local amenities and regular buses to city centre. Weekly coffee mornings and lunch clubs and exercise classes in communal lounge. Communal laundry room and prayer room.

26



Shotover View

Craufurd Road, Horspath, Oxford, Oxfordshire, OX4 2SQ

Brand new extra care housing scheme built to Mobility standards throughout with staff on-site 24 hours. Communal lounge, TV lounge, laundry, separate activities room and a café. All apartments have walk-in showers, built-in oven, hob & extractor fan; carpets and vinyl flooring included. On a main bus route. Eligibility criteria applies.



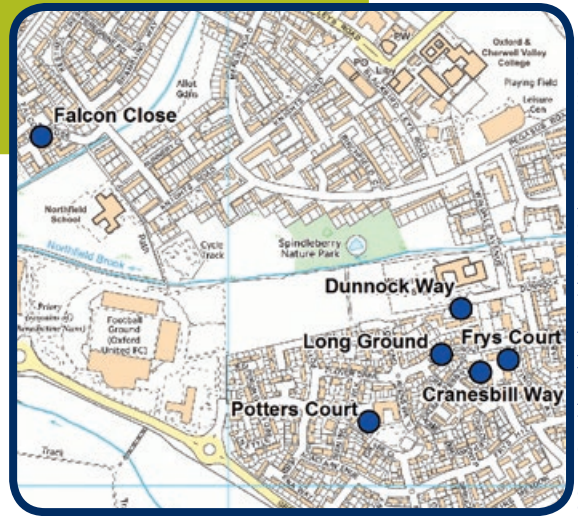
St Francis Court

224 Hollow Way, Headington, Oxford, Oxfordshire OX3 7JP

Purpose-built and well-maintained rented accommodation for people over the age of 55. Self-contained homes allowing the privacy and independence. All properties have an emergency alarm. A wide range of facilities, including a communal lounge, hobby room, an on-site laundry, and a guest room for visitors.



Greater Leys



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Cranesbill Way

(11-27 odd no's only), Greater Leys, Oxford OX4 7WP

Part of the Greater Leys extra care housing scheme for those who need more support at home. A number of activities take place nearby at Fry's Court. New residents are welcome to join.

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Dunnock Way

50-73 Dunnock Way, Blackbird Leys, Oxford, OX4 7WH

Situated in a close, but near to local shops, post office, doctors and park. Regular bus service to Cowley and Oxford City. The property is part of the Greater Leys extra care scheme, in which a higher level of care is available to those that need it.

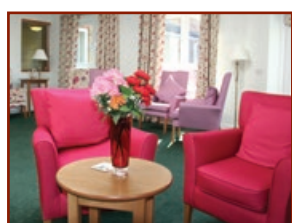




Falcon Close

1-6 Falcon Close, Blackbird Leys, Oxford, OX4 6EY

Spacious two bedroom bungalows with private gardens. Part of the Greater Leys extra care housing scheme for those who need more support at home.



Fry's Court

1-33 Fry's Court, Blackbird Leys, Oxford, OX4 7WJ

This property is part of the Greater Leys Greater Care, extra care scheme, in which a higher level of care is available to those who need it. There are laundry facilities, a lovely communal garden, and shared lounges for social activities. Across the road is the Clockhouse, a centre for the over 55s.



Long Ground

1-17 Long Ground (odd no's only), Blackbird Leys, Oxford, OX4 7WS

Part of the Greater Leys extra care housing scheme for those who need more support at home. A number of activities take place nearby at Fry's Court. New residents are welcome to join.





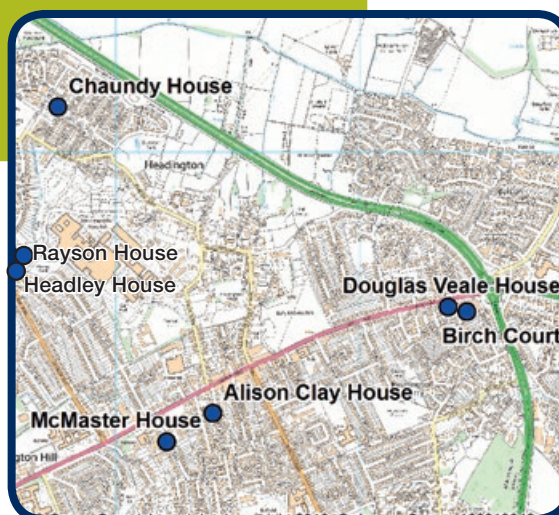
Potters Court

Robin Place, Oxford OX4 7FF

Designed for those that need extra care, but not nursing care. Quiet, residential corner of Greater Leys. Oxford city centre is three miles away with a bus stop nearby. Care team available 24/7. Hair salon, laundry room, and dial-a-ride service. Activities include a tea group and bingo. There is a guest flat available.



Headington



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Alison Clay House

1-23 Alison Clay House, New High Street, Headington, Oxford, OX3 7AY

Conveniently situated close to the centre of Headington this site has excellent access to a full range of local amenities as well as benefitting from pretty communal gardens and private parking. The site has a regular coffee morning and a very sociable and welcoming community.



Birch Court

44 Colemans Hill, Headington, Oxford, OX3 8AP

Fully refurbished in 2010, the block comprises of 21 flats: one studio, three one-bedroom adapted, 15 one-bedroom and 2 two-bedroom. The property has a communal lounge, gardens and guest room. Access is through a controlled entry system.





Chaundy House

26-64 Chaundy House, Halliday Hill, Headington, Oxford, OX3 9PX

A popular scheme due to its spacious communal gardens and patios and its a convenient location in Northway. Chaundy has a friendly feel and residents benefit from an on site laundry, parking and their own private storage shed.



Douglas Veale House

Trafford Road, Headington, Oxford, Oxfordshire OX3 8DB

Purpose-built and well-maintained rented accommodation for people over the age of 55. Self-contained homes allowing the privacy and independence. A wide range of facilities, including a communal lounge, a garden or outside seating area, an on-site laundry, and a guest room for visitors.

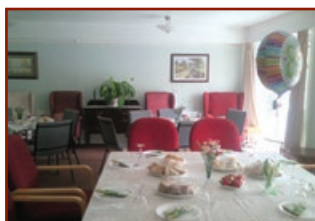


Headley House

Headley Way, Oxford, OX3 7TG

Close to the JR hospital. Guest room available for residents to book for visiting family.





McMaster House

Latimer Road, Headington, Oxford OX3 7PX

Newly decorated. Separate kitchens. Bathrooms have large showers with seats. Central heating with individual controls, heat and smoke detectors. Emergency call units linked to the resident house manager and out of hours centre. Built as a joint concept with the next door St Luke's Hospital, but managed independently.



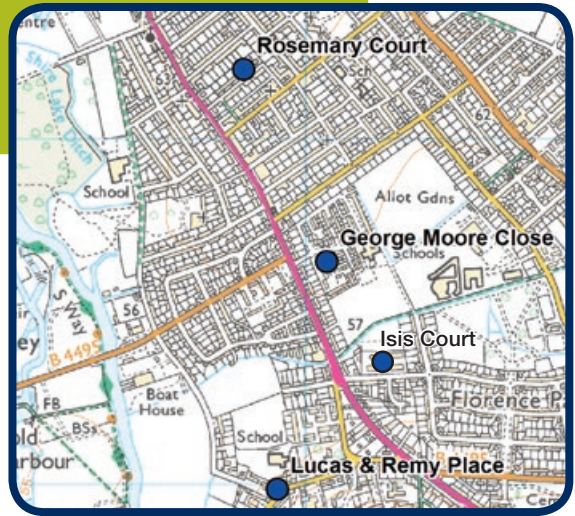
Rayson House

2-28 Rayson House, Eden Drive, Headington, Oxford, OX3 0AA

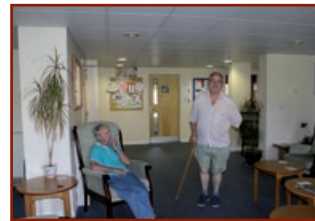
A quiet, well-established site situated near to bus routes, close to the John Radcliffe Hospital. The site has spacious communal gardens and on site laundry. Most flats have a private balcony or terrace.



Iffley / Iffley Road



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George Moore House

Donnington Bridge, Oxford

Guest room, drying area, laundry, communal lounge, communal kitchen, and electronic entry system. Doctors surgery close by.

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Isis Court

Cornwallis Road, Oxford, Oxfordshire, OX4 3NH

Extra care housing off Iffley Road, on main bus routes. Staff on-site 24 hours a day. Communal lounge / dining room, laundry, activities and hairdressers next door. Built to Mobility standard, all apartments have walk-in showers, built-in oven, hob & extractor fan; carpets and vinyl flooring included. Eligibility criteria applies.





Lucas & Remy Place

1-28 Lucas & Remy Place, Meadow Lane, Iffley, Oxford, OX4 4FN

This stylish modern building is situated in the beautiful village of Iffley with a village shop and rural walks close by. There are two communal lounges where activities such as coffee mornings and craft sessions take place. Residents also benefit from spacious communal gardens, laundry and secure parking.



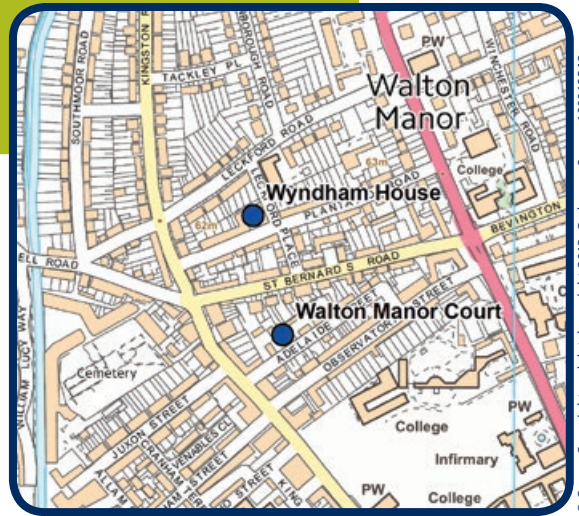
Rosemary Court

1-24 Rosemary Court, Stanley Road, Oxford, OX4 1QY

A spacious modern building, providing excellent communal facilities. Includes optional white goods. Located off Iffley Road, close to bus links.



Jericho



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Walton Manor Court

Adelaide Street, Jericho, Oxford, OX2 6EL

Owned by St Johns College and managed by Savills, this is a block of 14 one-bedroom flats. The flats have fitted kitchens and are self contained.

There is a nominal warden service of at least once weekly visits. There are communal gardens and drying areas.

The block is close to local shops and services and the bus route for the City centre. The area has restricted parking for residents.

Wyndham House

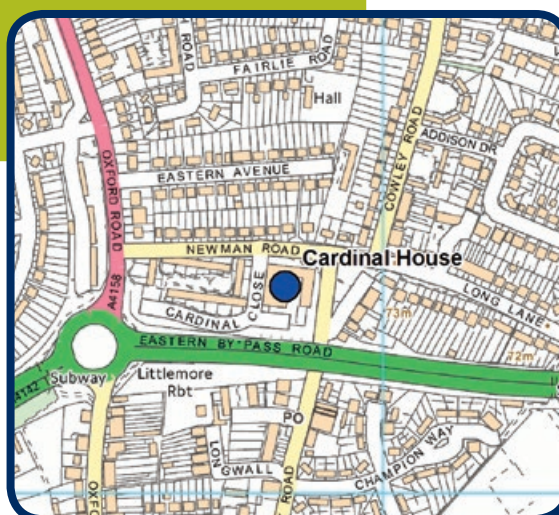
Plantation Road, Oxford OX2 6JJ

Regular social activities. Some meals available (2 meals served daily). New residents accepted from 60 years of age.



Wyndham
Housing

Littlemore



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Cardinal House

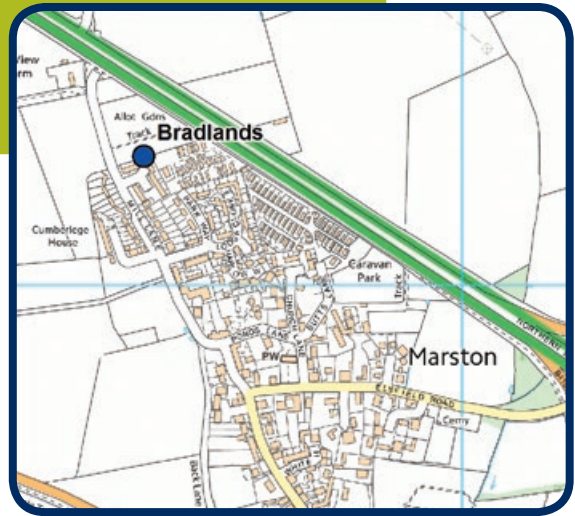
Newman Road, Littlemore

Short walk to local bus stop for Cowley and City Centre. Close to the JR hospital.

Guest room available for residents to book for visiting family.



Marston



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Bradlands

Old Marston, Oxford

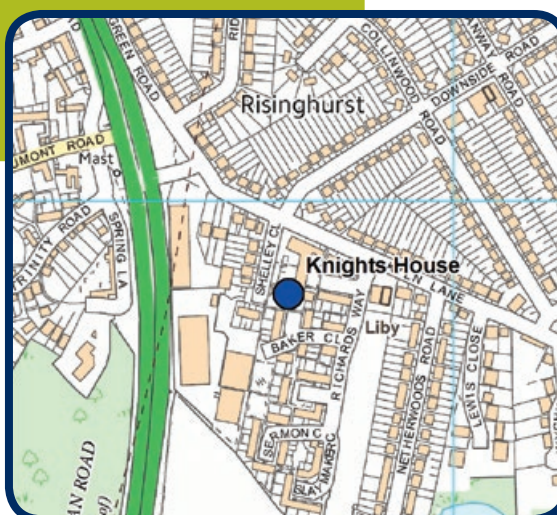
Scheduled for completion at the end of January 2015 these new social rent, supported sheltered flats will consist of 46 one bedroom and three, two bedroom properties. It will include a secure entry system, laundry, lift to all floors, mobility scooter stores with charging points, landscaped gardens and a communal lounge with kitchen.



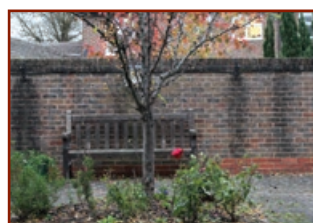
www.oxford.gov.uk



Risinghurst



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Knights House

Harold White Close, Risinghurst, Oxford

Close to the JR hospital. Guest room available for visiting family. Drying area, communal lounge, kitchen and hair salon. Two floors. Well lit external areas, laundry, shower room and toilet and a quiet room, communal boiler, and electronic entry system.



Rose Hill



Alice & Margaret House

1-27 Alice & Margaret House, Desborough Crescent, Rose Hill, Oxford, OX4 4SP

A comfortable modern site where most flats benefit from balconies or terraces. Situated next to the Oval shops and a short walk to the bus stop. A pretty communal garden and active residents association with many on site activities such as a lunch club and singing group.



Singletree

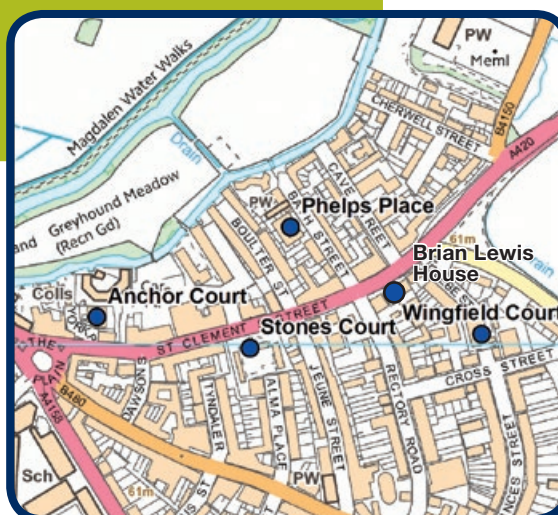
43 Rose Hill, Oxford

Short walk to local bus stop with regular services into the City centre and Cowley.

There is a guest room available for residents to book for visiting family.



St Clements



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Anchor Court

York Place, St Clements, Oxford, OX4 1AA

40 purpose-built properties for rent to people over the age of 55. Anchor Court benefits from having a scheme manager and a 24-hour alarm service. There are a range of facilities, including a communal lounge, an on-site laundry, and a guest room for visitors.



41

Brian Lewis House

80 St. Clements Street, Oxford, Oxfordshire, OX4 1AW

Brian Lewis House is a handsome Victorian home, formerly a large rectory, in a beautiful setting. It has ten ensuite residents' rooms, unfurnished so you can bring your own belongings and possessions for a personal touch. The house has a laundry, an open kitchen and a guest room for friends or relatives to stay.





Phelps Place

1-16 Phelps Place, Bath Street, St Clements, Oxford, OX4 1AZ

The scheme is an old listed building, lovely quiet site close to all amenities, park, shops, public transport, doctors surgery and post office. Site has its own communal laundry room.

Activities available.



Stones Court

St Clements, Oxford, Oxon OX4 1AP

This almshouse charity caters for residents of the City of Oxford unable to purchase property of their own. Weekly social activities include coffee morning with warden, and shopping trips organised by warden.



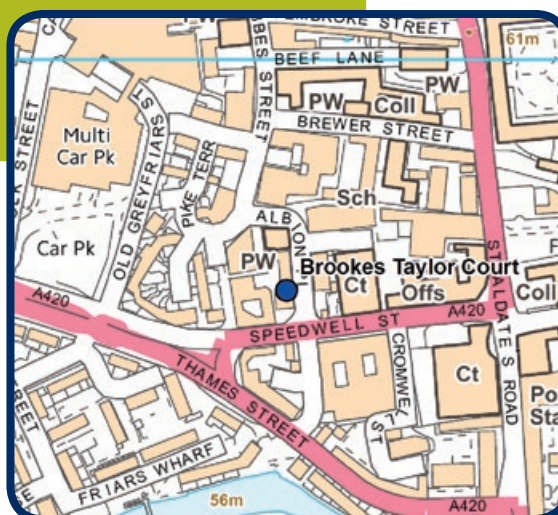
Wingfield Court

1-22 Wingfield Court, Glebe Street, Oxford, OX4 1DG

Nice quiet scheme – refurbished kitchens and bathrooms, pleasant rear gardens, communal dayroom and laundry room. Excellently located close to the City centre, St Clements and regular bus service to Templars Square - Cowley, with local supermarkets, restaurants and GP.



St Ebbes



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Brooks Taylor Court

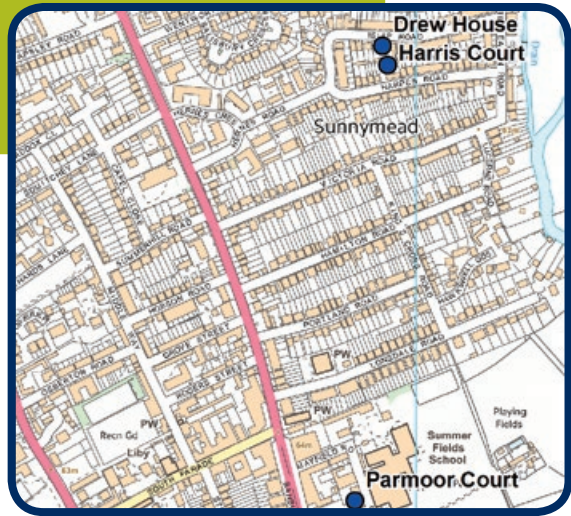
Albion Place, St Ebbes, Oxford, OX1 1UB

A friendly court in the heart of Oxford. There is a pleasant communal lounge, laundry room and guest room. Each flat has a 24 hour emergency call system and intercom. Among the range of social activities offered are coffee mornings, Tai Chi, coach trips, speakers and craft classes. Seven studios and eighteen one bed flats.



housing21

Summertown



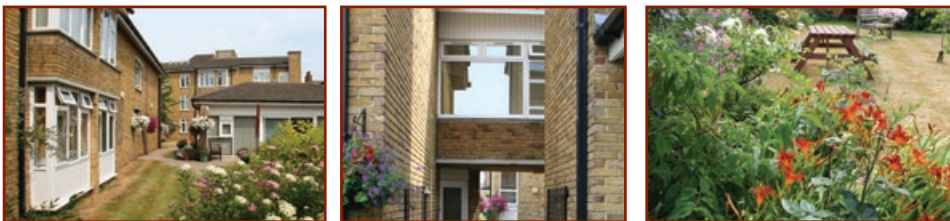
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Harris Court

1-18 Harris Court, Harpes Road, Summertown, Oxford, OX2 7QP

Close to all local amenities in Summertown, GP, Shops etc. Beautifully kept gardens, refurbished kitchens. Weekly coffee mornings in communal lounge – guest room available.



Drew House

1-20 Drew House, Islip Road, Summertown, Oxford, OX2 7SL

Weekly coffee mornings, Christmas parties, communal facilities, day room and laundry. Beautiful gardens and refurbished kitchens. Close to local amenities, bus route and shops in Summertown.



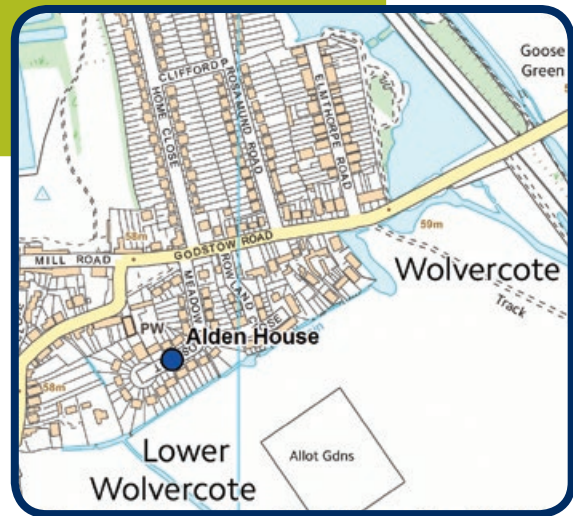
Parmoor Court

Summerfield Road, Summertown, Oxford, Oxfordshire OX2 7XB

Purpose-built and well-maintained rented accommodation for people over the age of 55. Self-contained homes allowing the privacy and independence. Easy to maintain, all properties have an emergency alarm. A wide range of facilities, including a communal lounge, hobby room, an on-site laundry, and a guest room for visitors.



Wolvercote



Alden House

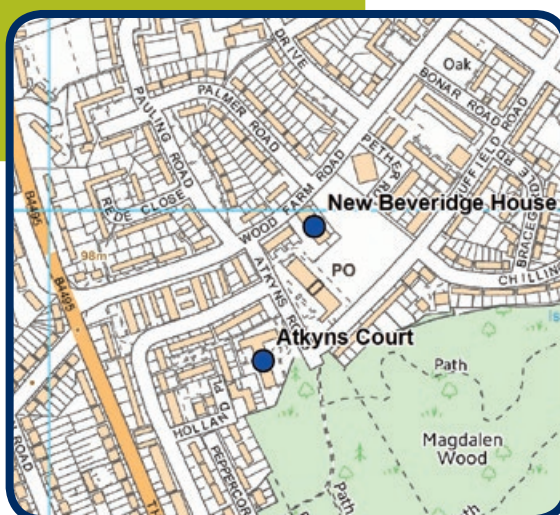
Meadow Croft Road, Wolvercote, Oxford, OX2 8PP

This scheme is managed by Catalyst Housing Ltd. It consists of 6 flats: one-bedroom and two-bedrooms. This property is within walking distance of bus stops and small local shop.

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Wood Farm



New Beveridge House

1-27 New Beveridge House, Wood Farm, Oxford, OX3 8PJ

This comfortable block is conveniently situated opposite the shops on Wood Farm (including grocers, bakery and post office) and a short walk to the doctors surgery. Regular buses into Headington/Cowley/Oxford and the JR. Flats are a good size and residents benefit from a rear communal garden and drying area.



Atkyns Court

12-76 Atkyns Road, Wood Farm, Oxford, OX3 8RA

There are 24 flats: 22 one-bedroom and 2 two-bedroom; recently refurbished. The property has a communal lounge, gardens, laundry and guest room. Controlled entry system. Limited off street parking. The building is close to local shops and bus stops.



Looking for person centred homecare services to enable you to enjoy an independent life?



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Oxford Hearing Centre

Oxford Hearing Centre is a local independent hearing healthcare practice.

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- Hearing testing & full audiological assessment
- Hearing instrument dispensing
- Hearing rehabilitation
- Hearing instrument repair
- Noise protection
- Musician ear pieces

Oxford Hearing Centre Ltd

157 Eynsham Road, Oxford, OX2 9NE

Tel: 01865 861861

Email: info@oxfordhearingcentre.co.uk


Website: oxfordhearingcentre.co.uk



Providing hearing healthcare in the Oxford area for over 30 years


KEY

 Sheltered housing

 55 or older only

 Extra-care housing

 Some adaptations for disabled

 Number of bedrooms

 No gas supply

 Controlled entry

 Assistance alarm

 
Off street parking / no parking

  
Private garden / no garden / shared garden

 
Pets allowed with permission / No pets

 Lift

 Near to bus stop

 Near to shops

Housing Needs

T: 01865 249811

E: housingneeds@oxford.gov.uk

Translation service

If you need this publication translated, in large print or in another format please contact the Housing Needs Team on 01865 249 811.

