

SHELTERED AND SUPPORTED HOUSING

FOYERS-LOGEMENTS ET
LOGEMENTS AIDÉS

ACOMODAÇÃO SUPERVISIONADA PARA
IDOSOS E DEFICIENTES

ZAKWATEROWANIE CHRONIONE
I WSPIERANE

هاوکاری جیکر دنهوه و شیلتهر

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شیلٹرڈ اور سپورٹڈ مکانات



TENANT APPROVED



We provide sheltered accommodation which is safe and secure and which helps our tenants to live independently, with privacy and dignity. Older people should be able to continue to live active lives within the community for as long as they wish to do so.

The Sheltered and Supported Housing Service manage 2,300 homes for our elderly tenants or those who have a degree of housing support. These are located in over 60 different locations. These homes can be bungalows, self contained flats or bed-sits. Some have communal rooms within the scheme, others are bungalows that are separate homes with access to communal facilities.



A service we provide to the majority of our sheltered and supported homes is regular contact from a Supported Housing Officer. The Supported Housing Officer will agree with you in advance when and how often they will visit to suit your individual lifestyle. This can be face to face or over the phone, (but some contact schedule must be in place). They will also speak with you to arrange a 'support plan'. This is so we know how best we can help you live independently.

The schemes are warm, friendly and are often a place where the community and residents come together to socialise.

Where possible, we work with other agencies or charities to offer additional services.

All our schemes have an emergency assistance line which operates a 24 hours a day, 7 days a week response to emergency calls, known as “Care Ring”.

The Sheltered and Supported Housing Service is regularly assessed by Leeds City Council to ensure we give a good quality service. When we undergo an external assessment we ask our sheltered and supported tenants if they would like to get involved and give us feedback on how we are performing.



We also run a regular sheltered and supported housing focus group so you can tell us your views on how we can improve.

Our service provides a supportive environment where you can live independently.

To do this, we will:

- always agree with you the frequency of personal contact from our Supported Housing Officer;
- complete an individual support plan within 28 days of you starting a tenancy;
- ensure your support plan is stored securely and is kept confidential; and
- review your support plan at least every six months or sooner if your circumstances change.

In addition, to keep a safe and secure environment we will:

- undertake monthly reviews to all schemes and communal rooms;
- have emergency plans for every scheme; and
- keep clean and safe the communal facilities and areas for residents to enjoy.

To help us give this service we ask that you:

- assist in the completion of your individual support plan;
- advise us immediately of any changes in your needs; and
- tell us if you are not at home and won't be able to meet with our Supported Housing Officer.

To find out more please contact:

Sheltered and Supported Housing Services Team

Rothwell Civic Buildings

Marsh Street

Rothwell

LS26 0AD

For general enquiries and repairs to your home telephone: **0800 915 6660**

To speak to a member of the Sheltered and Supported Services Team telephone **0113 224 3066** or email: **avhleeds.enquiries@avhleeds.org.uk**





Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

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نايا تو نهہ زانیار نامیہ بو شیوازیکی تر دمخوایت؟ بو هاس شیوازیکی تر، وک پیتی گورہ، کاسیت
یان سی دی دہنگ، بر ایمل بو نابینا یان وەرگیز اینت بو زمانیکی تر، تکایه پاسودندی بکه به تلهفونی
0113 214 1774

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حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

Aire Valley Homes Leeds

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Leeds
LS10 1DJ

email:

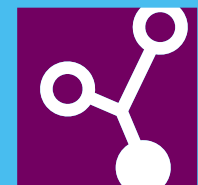
avhleeds.enquiries@avhleeds.org.uk

website:

www.avhleeds.org.uk



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