



Castle Vale
Community Housing
Part of The Pioneer Group



Housing Options for Over 50's

*Your guide to the options
available for the over 50s*

Introduction

Castle Vale Community Housing (CVCH) provides high quality housing services to ensure that Castle Vale continues to be the popular and successful neighbourhood it has become.

We recognise that our customers are fundamental to our business success.

We are committed to continuous improvement and ensuring that our customers are involved in the decisions which affect their lives. This handbook was produced to ensure it meets your needs. We hope that you find it useful.

CVCH provide 256 homes for the over-50s in a variety of schemes:

- **Chivenor House** – 1 and 2 bedroom apartments in a block
- **Phoenix Court** – 1 and 2 bedroom apartments in an extra care facility
- **Whittle Croft** – 1 and 2 bedroom apartments
- 1 and 2 bedroom Bungalows

Our Values

- We treat people with dignity and respect
- We act with integrity and take personal responsibility
- We always deliver quality and achieve value for money
- We are innovative, making good things happen
- We are community and customer focused

Community Pledge 2015-2025

CVCH are committed to helping Castle Vale to become a thriving, sustainable neighbourhood and have pledged to invest in the area to ensure that this happens.

Our ten year Community Pledge highlights our commitment to achieve this aim:

Commit: In addition to our 'landlord services' to spend a minimum of £500k a year on ensuring Castle Vale remains a great place to live.

Responsive: ensure that we spend that money on those things that matter most to residents of all ages.

'On tap': Maintain a 'Head Office' where customers can through 'face to face' contact, raise queries and concerns.

Feeling safe: Work with partners such as West Midland Police to keep Castle Vale a safe place to live.

Green, Clean and tidy: Be environmentally responsible and work with the community and Birmingham City Council to keep Castle Vale clean and tidy.

Help for the vulnerable: provide support to those in most need and look take action at the earliest opportunity.

Providing support: Working with others to provide services that help Castle Vale residents build their skills and confidence; find employment and improve their health.

Meeting together and having fun: Provide community facilities and resources so that people can meet, socialise and have fun.

Community Chest: Provide a small pot of money to fund community initiatives.

Connected: Provide help and support with residents accessing the internet so they can be 'connected'.

In the know: Where CVCH is not responsible to direct residents to those service providers that may be able to help.

The Schemes

Chivenor House

Chivenor House is a multi-storey housing scheme with one and two bedroom flats with private communal gardens for residents.

Our Estates Team visit weekly to make sure the block is clean and safe. Your Community Coordinator will tell you more about this service when you move in.

All floors can be accessed via lift or stairs.

On the ground floor there is a communal room with a fully functional kitchen, opening out into the communal grounds.

Other facilities in the scheme include:

- Laundry
- Gym
- Mobility scooter parking area
- Bin store
- Communal toilet

PEEP (Personal Emergency Evacuation Plan)

A PEEP is a Personal Emergency Evacuation Plan. It is a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency.

This plan is kept on site at each scheme should the emergency services be required to attend.

All of the services are covered by the service charge which is included in weekly rent charge.

How to apply?

Anyone who is over 50 can apply for a property in Chivenor House. For information on how to apply, please contact CVCH on **0121 748 8100**.

Phoenix Court Extra Care Scheme

Property Type and Facilities

Phoenix Court is purpose built extra care scheme with one and two bedroom flats set in an exclusive scheme with private communal gardens for residents.

All floors are accessible by lifts and stairs.

All flats have level access showers, their own bathroom, kitchen and lounge area.

The scheme provides extra care support services (for more vulnerable tenants) which is provided in partnership and supported by statutory organisations who have a presence on site.

A 'Super Warden' is on site Monday to Friday who is the first point of contact for the residents regarding all 'housing' related issues that they may have. The Super Warden will:

- Welcome all new residents to the scheme to ensure that any issues they have are dealt with
- Carry out daily welfare visits or calls to any residents who request the service
- Support residents or signpost them to relevant agencies who can assist

- Work closely with any support agencies who you may be supported by
- Be on site to assist with any Tenancy related issues
- Ensure that the Health & Safety requirements of the scheme are met

Your Community Coordinator will also be at the scheme on a weekly basis to assist with any issues that you may have.

On the ground floor there is a comfortable communal room with a fully functional kitchen, opening out into the communal grounds. The Super Warden is based in the office at the entrance where residents and their relatives can discuss any issues.

Each flat also has a pull cord or pendant alarm that residents can use should they need assistance.

For residents with a mobility scooter there is storage throughout the scheme.

There is CCTV at the front and rear entrances of the scheme, with a secure car park to the side.

There is a guest flat that is used by relatives of residents when they need family support. This service is provided for a small charge to cover cleaning and utilities.

PEEP(Personal Emergency Evacuation Plan)

A PEEP is a Personal Emergency Evacuation Plan. It is a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency.

This plan is kept on site at each scheme should the emergency services be required to attend.

How to apply?

To qualify for Phoenix Court, you must be over 50. For information on how to apply, please contact CVCH on **012 1748 8100**.

Bungalows

Our bungalows are spread across Castle Vale and are very popular.

All our bungalows have access to a garden (some are communal gardens where a service charge is payable) and have two bedrooms, bathroom (some with a walk in shower instead of a bath), lounge and kitchen.

Whittle Croft

Whittle Croft is located off Manby Road and near Topcliffe House. The Communal room is accessible through Whittle Croft, however, the scheme has properties in Yatesbury Avenue, Whittle Croft and Brabazon Grove. These properties create a “court yard” effect for the gated communal gardens, accessible only by residents in the scheme.

Property Type and Facilities

Whittle Croft is an exclusive community with one and two bedroom ground and first floor flats with communal gardens only accessible by residents. Although there are no staff on site, the Estates Team visit regularly to make sure the communal room and gardens are clean and safe as well as to carryout health and safety checks.

The communal room has a fully functional kitchen opening out into the communal grounds, with toilet facilities.

How to apply?

Anyone who is over 50 can apply for a property in Whittle Croft. For information on how to apply, please contact CVCH on **0121 748 8100**.

Services provided to all over 50's schemes:

Housing Services

You will be able to view the property before signing your Tenancy Agreement and this will give you an opportunity to meet your Community Coordinator and to discuss your housing requirements.

We will also be able to explain to you all of the services provided by CVCH such as repairs, income and estate management.

Regular meetings are also held at all schemes which give residents an opportunity to discuss any issues they may have.

24 Hour Emergency Alarm

Each flat is serviced with a pull cord or pendant, which is linked to a central control centre. Regular tests are carried out to ensure that the system is working correctly.

We will tell you when you sign for the property about the service and ask for information about your health, who your next of kin is and access details. This is so that if there is an emergency and the cord is pulled, we can contact your next of kin and mobilise services to respond i.e. ambulance service.

During the day, in Phoenix Court only, the pull cord will put you in contact with the Super Warden. After 5.00pm the pull cord will be diverted to the central control centre who will be able to offer assistance.

Gardening Service

The communal areas are maintained by a garden contractor we employ who will cut the grass and maintain the area to keep it tidy.

This is paid for through a service charge within the rent, which we will tell you about when you are offered the property.

There is scope for any resident to get involved in gardening – speak to your Community Coordinator for more information.

Communal Room and Laundry Facilities

The communal rooms are used as a meeting place for residents to socialise and are also used to hold activities such as bingo or coffee mornings.

Age Concern also host a day centre at Phoenix Court and residents are welcome to join in with this. Please be aware that there may be a charge for this.

There are laundry facilities available where residents can do washing and drying on site.

The communal room upkeep and the laundry facilities are paid for through the service charge within the rent, which will tell you about when you are offered the property.

Other services

Our Independent Living Team, based at The Sanctuary, can help you if you need assistance or support with other issues affecting you. Please speak to your Community Coordinator if you would like to be referred to the service.

Spitfire Advice and Support Service based at Spitfire House, 10 High Street, Castle Vale, Birmingham, B35 7PR also offer support with issues such as benefit applications and money advice. A referral can be made via your Community Coordinator or you can contact them directly at the office or on 0121 747 5932.

Fire Safety

All schemes except Whittle Croft have a 'Stay Put' policy meaning that residents need to remain in their properties should the fire alarm sound.

At Whittle Croft residents are advised to evacuate their property and gather at the designated place of safety.

CVCH also carries out regular Fire Risk Assessments as well as weekly testing of safety equipment at each scheme.

Mobility Scooters

If you use a mobile scooter, please ensure your scooter is compatible to your new property and that there is somewhere to store and charge it.

You are responsible for the cost of charging your mobile scooter. Scooters must not be left in the communal rooms/areas unattended and plugged in to any electrical supply, unless the area is a designated area for scooters.

We expect all scooter users to use all communal facilities considerately so as not cause a nuisance to other members of the community.

Your charges

You will be charged rent weekly and your rent will include service charges for eligible services, including:

- Grounds maintenance where there is a shared garden
- Communal room cleaning where there are communal facilities
- Communal room maintenance including all white goods
- Management and maintenance fee
- Disposal of unwanted items and rubbish

CVCH provides a service to all residents to assist them to dispose of unwanted bulky items. Please contact us directly on 0121 748 8100 should you need to access this service.

Need more information?

Should you require any more information on housing options for over 50's in Castle Vale, please contact CVCH on **0121 748 8100**.

If you would like this leaflet in Braille, audio or large print, or if English is not your first language and you require help, please call 0121 748 8100.

Arabic إذا كنت ترغب بالحصول على هذه النشرة بخصوص طريقة البرaille، أو ملف صوتي، أو مطباعة كبيرة، أو إذا لم تكن الإنجليزية لغتك الأم و كنت بحاجة إلى مساعدة، يرجى الاتصال بالأرقام 0121 748 8100

Bengali আপনি যদি এই সংক্রান্ত বিকল্পসেটটি চাইল, অডিও বা বড় প্রিন্টে চান অথবা ইংলিশি যদি আপনার মাতৃভাষা না হয় আর আপনার যদি তাই সহায়তা নাশে, তাহলে অনুগ্রহ করে এই নম্বরে 0121 748 8100 কল করবেন।

Chinese 如果您希望获得此宣传手册的布莱叶盲文版本、有声版本或大字印刷版本，或者如果英语并非您的母语并且您需要获得进一步的帮助，那么请致电 0121 748 8100。

Farsi اگر مایل به دریافت این پرشور به خط بریل، بصورت صوتی یا با حروف درشت هستید؛ یا اینکه انگلیسی زبان اول شما نیست و نیازمند کمک هستید، لطفاً با شماره تلفن 01217488100 تماس بگیرید.

French Si vous désirez obtenir cette brochure en Braille, en Audio ou en impression gros caractères, ou si l'anglais n'est pas votre langue maternelle et que vous avez besoin d'aide, veuillez appeler le 0121 748 8100.

Kurdish ئەگەر تۆم نامبێتکە بەت بە شێوازی بریل یان کۆنۆڕان یان لەسەر شێرنی دەنگ یان بە چاپی گەورە دەوێت یاخود ئەگەر ئینگلیزی زمانێ ئاخفتنت نێه و یارمەتیت پێویستە، تۆکابە پەڕوودنی بکە بە ژمارە تەلەفۆنی 0121 748 8100.

Pashto که تاسو غواړئ چې دا رساله په بریل، غږ او یا لوی چاپ کې ترلاسه کړئ یا که انگلیسي ستاسو لومړی ژبه نه وي او تاسو مرستې ته اړتیا لرئ، مهرباني وکړئ او 0121 748 8100 شمیرې ته تیلیفون وکړئ.

Polish Jeżeli chcesz uzyskać niniejszą ulotkę w języku Braille'a, na taśmie magnetofonowej czy w wersji z dużym drukiem, lub gdy język angielski nie jest Twoim językiem ojczystym i potrzebujesz pomocy, zadzwoń pod numer 0121 748 8100.

Punjabi ਜੇ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਬਰੇਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪਿੰਟ ਵਿੱਚ ਲੈਣਾ ਚਾਹਦੇ ਹੋ, ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੇ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ 0121 748 8100 'ਤੇ ਕਾਲ ਕਰੋ।

Russian Если Вы желаете получить брошюру в шрифте Брайля, звуковым формате или крупном шрифте, а также если английский не является Вашим родным языком и Вам необходима помощь, пожалуйста, позвоните по номеру 0121 748 8100.

Somali Haddii aad bug-yarahaan ku rabtid farta indhoolaha Braille, hab la Dhegeysto ama daabacad far waa-wayn ama haddii af Ingiriiska uusan eheen luqadaada koowaad iyo caawinaad u baahan tahay, fadlan soo wac 0121 748 8100.

Urdu اگر آپ سے دوپہر لے کر آئیے یا کسی اور شخص کو مدد دے گا کہ اسے بریل 0121 748 8100 پر کال کریں۔



Contact Details

Visit or write to: **CVCH, 11 High Street, Castle Vale, Birmingham B35 7PR**

Tel: **0121 748 8100**

Email: **contactus@cvch.org.uk** Fax: **0121 748 8105**

Or visit the website: **www.cvch.org.uk**