



Extra Care in Fleet

Welcome home to Campbell Place

Your comprehensive guide to extra care living in Fleet

Sentinel 



Hampshire
County Council





Why choose Extra Care

Extra Care is an enhanced level of traditional sheltered housing, designed to enable you as an older person to remain as independent as possible within your own home.

Extra Care apartments at Campbell Place provide a safe and secure environment as well as giving you privacy behind your own front door. These spacious apartments have been specifically designed to allow for any adaptations you may need in the future. All homes are wheelchair friendly, have level access showers and en suite facilities, giving dual access to the bathroom from the hallway and main bedroom.

Fully fitted kitchens are supplied with electric eye level ovens and hobs, each home benefits from under floor heating and has been carpeted throughout, (other than in the bathroom and kitchen area where non slip flooring has been laid). These energy efficient homes have ample storage space, telephone and broadband points in all rooms, a secure door entry system and the additional security of 'warden call' points in case of an emergency.

Campbell Place is designed for couples and single people over the age of 60 who have an assessed care or support need. Applications for Extra Care homes are managed by Hart District Council. Further information about how to apply can be found on page 14.

Where is it?

Within easy walking distance of Fleet Town Centre, Campbell Place has 74 apartments, – 17 one bedroom and 57 two bedroom homes. A location map and building plan can be found on page 11. We hope that this will help you decide which apartment you would prefer to apply for. Additional communal amenities include:

- Restaurant
- Dining room
- Activity room
- Library
- Hair salon
- Resident lounges
- Assisted bathroom
- Garden room
- Guest accommodation

As well as a spectacular home, Extra Care living also offers you access to 24hr, flexible care and support designed to suit your individual needs. A team of dedicated staff work within the scheme around the clock, ensuring they can respond to whatever help you need. Further information about staff and services can be found on page 6.

You Smile, We Smile

This exciting new development has been brought to you through a joint initiative between Sentinel Housing Association, Hart District Council, Hampshire County Council and the government's Homes & Communities Agency.

Sentinel

 Hampshire
County Council

 Hart
DISTRICT COUNCIL

 Homes &
Communities
Agency

Campbell Place will become a focal point for the older population of Hart, all will be very welcome to attend activities organised within the scheme. Visitors to the scheme will not have full access to all areas, unless invited. This will ensure privacy for those of you whose home it becomes. A number of private lounges are available solely for the use of residents and their guests.

As well as inviting other older people into Campbell Place, we aim to get other age groups involved where appropriate – for example younger people coming in to teach computer skills to those of you interested.

As well as scheme activities, we plan to arrange short trips to places of interest, we will work closely with local voluntary groups to ensure activities are what you want. We will listen to your views and do our best to make it happen, initially these could include:

- Cinema trips
- Bowling or skittles
- Swimming or gym
- Healthy walks
- Visiting local places of interest

We hope that Campbell Place will become a 'community' within the well established and popular existing community of Fleet. Of course, you don't have to take part – but these activities are there if you need them.

What else is going on?

The restaurant facility at Campbell Place will be managed by Fresh Start, a local Social Enterprise scheme that many of you may already be aware of. For more information about dining, please refer to page 7. Those of you interested in good food, baking or similar will be more than welcome to offer ideas for the future.

Within the communal gardens of Campbell Place, lies a secluded courtyard setting making it ideal for outdoor events. Equipped with a garden room, greenhouse and potting shed, we hope to maximise the use of these facilities so will be keen to hear from those of you with green fingers.

The Hairdressing service, visiting Chiropodist and other services we have planned for will develop over time with your support.



Housing Management Service

The Scheme Manager is responsible for the day to day running of the complex, including liaising with all contractors providing services within the scheme, from caterers and cleaners to gardeners and repair contractors. The Scheme Manager will also welcome visitors to Campbell Place, and develop activities with voluntary and statutory agencies, such as health and social services.

The Liaison Officer will be your first point of contact, they will be responsible for the landlord service that Sentinel provides to customers. The Liaison Officer will ensure you have access to the services you need to ensure your wellbeing, offering advice, responding to your concerns and dealing with emergencies.

The Housing Management service will be provided by Sentinel, the staff are based on the ground floor, the office is behind reception.

Care & Support Service

The Care & Support service at Campbell Place will be provided by 'Parkway Outreach', their office is on the first floor. They will be able to provide you with a personally tailored package of care and support.

There may be additional charges for this service, but this depends on your personal financial

circumstances. Hampshire County Council's Adult Services Financial & Benefits Team will contact you about this once you've been assessed and your care needs agreed. If you are a private care purchaser, Parkway Outreach will be able to provide you with a current price list.

Rent & Service Charge

In addition to your rent, there will be a service charge that covers all of the additional costs within the scheme. This includes catering, gardening, cleaning, lift and fire alarm maintenance. Rents and service charges are reviewed annually and are subject to change. A full breakdown of the rent and service charge for 2011 is available on request.

Dining

As part of the tenancy agreement, you will be required to sign up to a minimum of 6 lunches per week (10 for couples) to be taken at the restaurant at Campbell Place (additional meals can be bought). Guests are welcome to join residents for a lunchtime meal (charges will vary for guests).

The restaurant will be open between 10am and 3pm, every day of the year. If you prefer to have your lunch delivered to your apartment, this can be arranged (additional charges may apply).

The main lunch menu will consist of:

- Choice of 2 main meals (including a vegetarian option)
- Choice of dessert
- A traditional Sunday roast

Guest Room

If you want to have visitors to stay, Campbell Place offers a guest room at £10 per night, £15 per night for a couple.

Car Parking

Car parking spaces are limited at Campbell Place, priority for using some of the parking areas will be given to our residents, however there are not enough parking places for every apartment. We would ask that your visitors do not park on site but use the public car parks nearby when visiting.

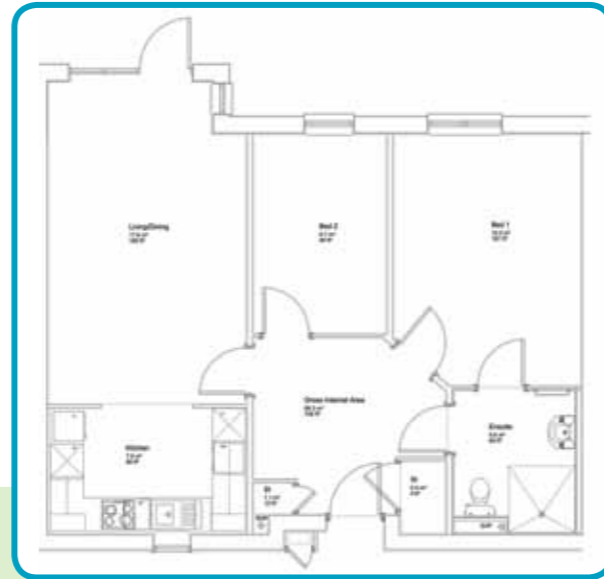
Pets

Generally, dogs and cats are not allowed at Campbell Place, although guide/hearing dogs or similar are. This also applies to visitors, and is a condition of planning permission. However, budgies, fish and small pets in cages are of course OK. If you're unsure, feel free to ask when you apply.

Apartment Layouts

There are four different types of apartment layout for the 2 bedroom properties, and the 1 bedroom apartments are laid out in the same manner.

These are provided to help you decide which type may best meet your needs. However, to keep the advertising simple you will not be able to specify exactly which type you prefer when you apply. Instead your preference will be taken into account, where possible, by Sentinel when they make a tenancy offer if you are successful.



Apartment Type 1 (2 bedrooms)



Apartment Type 2 (2 bedrooms)



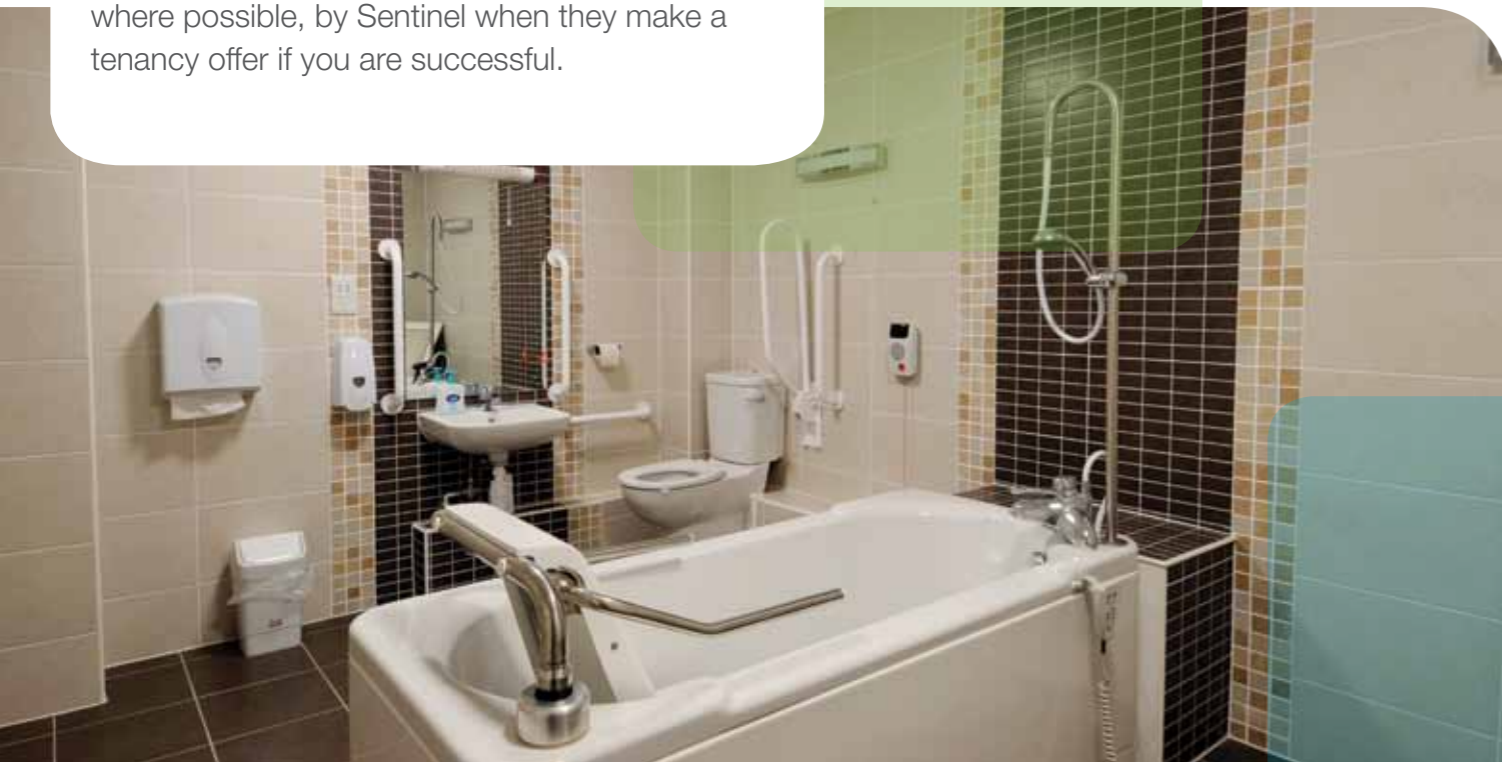
Apartment Type 3 (2 bedrooms)



Apartment Type 4 (2 bedrooms)



Apartment Type 5 (1 bedroom)



Getting Started

Choosing your preferred location

The scheme has been divided into 5 areas, A, B, C, D, E to make it easier for you to decide where you would like to move to.

Am I eligible?

- Are over 60 years of age
- Have had an assessment of your care and support needs undertaken and have a demonstrated care or support need – the assessment will be arranged after you have submitted your Housing Register application to Hart District Council.

How to I apply for a property?

To apply for a property you need to complete the **3 steps shown on page 14**, these not only make sure you will be able to apply but also help you think about where you would prefer to live in the scheme as well as answer some questions you may have about applying.

Before you start...

The properties will be advertised through Hart's Choice Based Lettings scheme. The details can be seen online at www.harthomes.org.uk, by telephone on **01252 774470** or at the Council Offices. If you are unsure about this please contact the housing service on the **01252 774420**.

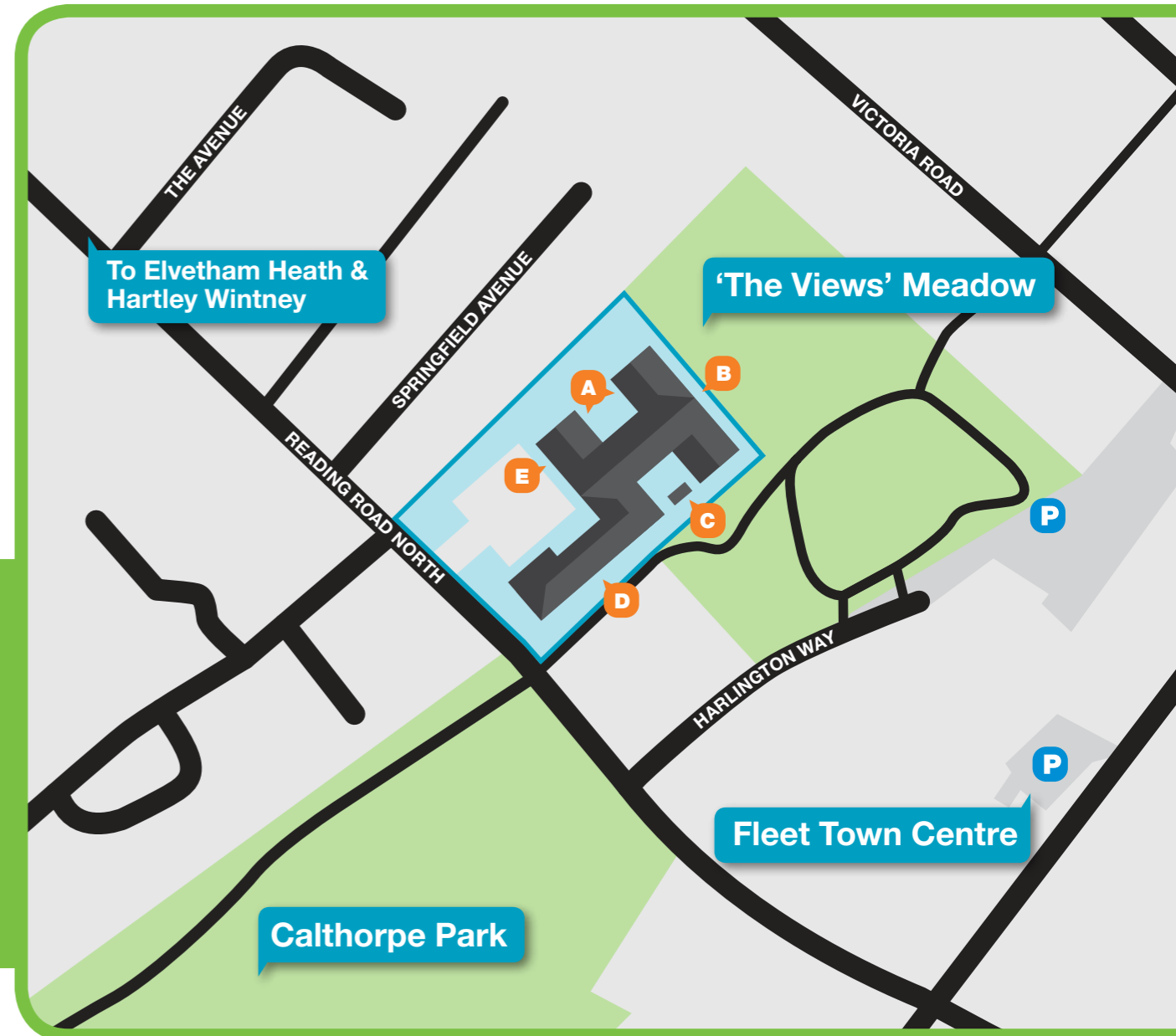
View A – Landscaped Courtyard to the North

View B – Facing East, looking out on 'the views'

View C – Overlooking the courtyard garden to the South

View D – Forming the west wing of the scheme

View E – Part of the feature entrance





Who gets priority?

The properties at Campbell Place will be advertised through Hart's Choice Based Lettings Scheme and will be offered to those who apply on the basis of its 'Banding' scheme so that those with the greatest housing need are given priority.

However because of the special nature of the development there are a number of other considerations and so the following page explains other reasons for which applicants will be given additional priority.

Additional Priority Criteria

The following list shows the additional priority that will be given to applicants (1 being the highest, 6 the least):

- 1 Previous Campbell Close residents who moved to an alternative address during the redevelopment and wish to return
- 2 Residents who have been living at Albany Court or Wickham Court since February 2009 and with assured tenancies
- 3 Residents moved from Curtis Court with a licence agreement and who wish to move permanently to Campbell Place
- 4 Applicants moving to smaller accommodation from affordable rented family homes
- 5 Where the accommodation meets housing need
- 6 Where the accommodation exceeds housing need by one bedroom

Priority for 2 bedroom apartments

Over 75% of the scheme will be 2 bedroom apartments as part of an aim to provide housing for older people that meets their needs both now and in the future. Therefore applicants with a housing need for 1 bedroom will be able to apply for a 2 bedroom property. However, couples assessed with a 2 bedroom need or couples or single applicants downsizing from family homes in the social rented sector will have a greater level of priority for the 2 bedroom apartments.

“Over 75% of the scheme will be 2 bedroom apartments as part of an aim to provide housing for older people that meets their needs both now and in the future.”



How do I apply?

1 Join the Housing Register and get assessed for Extra Care

Join the Housing Registrar

You will need to be on Hart's Housing register if you wish to apply for a home at Campbell Place, Fleet. If you wish to check if you are registered, please call us on **01252 774420**, you can also apply online at www.harthomes.org.uk

Get assessed for Extra Care

Once you are registered, an assessment of whether you have a care or support need will be carried out by Hampshire County Council to determine your suitability for Extra Care.

As you may appreciate, we are unable to offer these choices once Campbell Place is fully occupied, as properties will only become available one by one.

Follow these 3 steps to help you apply for a property at Campbell Place.

2 Make your preferences

Choose your preferred location

To help you decide where in the building you would prefer to live we have drawn up a guide on pages 10-11 in this leaflet.

Decide which floor you prefer

The apartments are set on ground, 1st and 2nd floors (all serviced by two sets of lifts), so you also need to think about which floor you prefer. Of course if you do not mind, you may have more chance of getting your first choice location.

Choose your preferred size home

Most of the properties in this new scheme have 2 bedrooms. You will be able to

apply for 2 bedroom homes even if you are assessed as a 1 bedroom need for the housing register. However, as explained on page 5, those assessed as needing 2 bedrooms will have greater priority when applying.

Choose your preferred layout

You can also indicate your preference for the property layout, although you will not be able to apply directly for a property type, your preference will be taken into account by Sentinel if you are successful. To see more about the layout types see pages 8-9.

3 Apply for a property

Your chances of being successful for your preferred choice will depend on the priority system shown on page 13. Once you have decided your preferences, use the Choice Based Lettings schedule to find out which week(s) you should apply.

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