

If I have to move twice, will Sentinel offer financial help with both moves?	Yes.
When will we know exactly what compensation will be paid?	We are currently determining the compensation package and our aim is to provide a leaflet confirming what help will be available early in the New year.
When will plans of the new scheme at Campbell Close be available?	Hopefully in January or February 2006.
Will the new flats be bigger than the current flats and bungalows?	Yes; in terms of internal floor area, all flats will exceed current useable space and have a kitchen, bathroom, at least one double bedroom and a sitting room.
Will the new schemes have the facility for Digital TV?	Yes.
Will Sentinel reconnect cookers?	Yes.
If I move to temporary non-sheltered accommodation what support can be provided until I move to one of the new schemes?	Support will continue to be provided through a 24-hour link to our CommuniCare service and staff from the area Sheltered Team.
How can I find out where Sentinel has other accommodation that I could consider moving to?	Following the visits made by Marilyn Phillips, we'll know what areas residents are interested in moving to. However, we can provide a list of streets where we have accommodation where this information would be useful.
How much will the rent and service charges be for the new flats? Will tenants who transferred from the Council be charged lower rents?	Rents will obviously vary between the size of the home and we are proposing a mix of one and two bedroom flats. As a guide we think that weekly rents for 1-bed flats will be around £75 and 2-bed flats around £85. There will also be service charges but it is not possible to say how much these might be at this stage, as it will depend on the facilities included at each scheme. Both the rent and service charges will be eligible for Housing Benefits, assuming there are no changes to the current regulations. The current range of ways to pay will continue to be available. Tenants who transferred from the council will not be charged lower rent. Rents are related to the accommodation not to individual tenants.
Will Sentinel compensate me for improvements that I have carried out in my existing home?	Yes, compensation is payable for specific improvements such as bathrooms and kitchens. Any such payment would be in addition to the compensation package mentioned earlier. A full list of qualifying improvements is in the leaflet entitled "A better deal for tenants - Your right to compensation for improvements". Please ask staff for a copy if you would like one. Compensation cannot be paid for floor coverings and internal decorations under this scheme.
How do I claim the compensation?	You will need written permission from us for the improvement, proof of how much it cost e.g. receipts and details of when the work was done.
When should I make the claim for compensation?	The claim should be made when you have confirmation that you will be moving. You have until 14 days after your current tenancy ends to make a claim.
How much compensation will I receive?	This is dependent on the cost of the improvement and its age. The maximum that can be paid for any one improvement is £3,000. You will not get any compensation if the amount is less than £50.

Do you have a question that has not been answered in this edition? If so write your question as clearly as possible below and return to either Nadine or Pauline, alternatively email Les Love on les.love@sentinelha.org.uk

We will respond individually to each question and publish the answer in the next edition.

If you have any questions or comments about our proposals please contact:

Residents should contact in person or by phone Nadine Robinson on 01252 845256 or Pauline Holland on 01252 870509

Press enquiries to Ben Giles on 01252 788716

All other enquiries to Sue Hawkins, Sheltered Housing Manager or Les Love, Care and Support Manager on 01256 338800.



Sheltered Housing Review Update

Issue 2 - December 2005



We are pleased to publish the second of our series of regular Sheltered Housing Review Newsletters. We hope that you found the first edition useful.

This edition follows the same format, as new questions are still emerging and we are anxious to share the answers with all residents and stakeholders.

In some cases we have been unable to provide a definitive answer at this time, but we promise that as soon as we have the answers, we'll publish them in a future edition.

The planning application for the extension to Rose Field Court is due to be considered by Hart District Council during January 2006, but we are still quite a few months away from submitting an application in relation to Campbell Close.

Martin Nurse, Chief Executive

Will there be room in the flats for a dishwasher and a washing machine?
Will the kitchens have extractor fans?
Will there be any garden sheds or a place to put one?

Detailed design aspects have not yet been agreed and residents will be very much involved in design discussions. It is anticipated, however, that all kitchens will have facilities for a washing machine and will have extractor fans fitted. Garden sheds are normally only provided for houses, but this can be reviewed in line with specific scheme design considerations.

Can some electrical sockets be provided at waist level?

This is now standard practice in schemes for older people.

Will all kitchens be open plan?

Quite possibly, we will seek residents views on layouts for each project.

Will pets be allowed?

Cats and dogs won't normally be allowed due to the nature of the overall scheme design; Guide dogs of course being the exception. However, in cases where a resident already has a cat or a small dog we'll look sympathetically at the situation providing the pet is not replaced in the future.

What will happen about TV licences?

The situation with TV licences will not change.

How many new flats will there be at Rosefield Court and how large will that make the complex?

16 new flats.
The scheme will then comprise of: 54 flats, 18 bungalows and two cottages

What type of heating will there be?

This will become part of the design consideration, linked to local supplies of, for example, gas, and the affordability of proposed energy solutions.

If we move area will we have to change doctor?

It is likely that residents would have to change doctors if they moved outside their existing GPs area of operation although we would recommend that residents discuss this with their GP direct.

Will there be help putting up curtain rails?

Yes.

Will I be able to live next to my friends at the new scheme?

Yes, where possible.

When will planning permission be obtained and when can the timescales be confirmed?

A full planning application has been made for Rose Field Court and a decision is expected early in the New year.
Other scheme proposals will require more detailed consideration with the local planning authority. Once these have taken place, we will consult with you on and advise of all timescales.

Will I get a choice of flat at the new scheme?

Yes, where possible.