



“JOHNNIE” JOHNSON
HOUSING



Retirement housing
Independent living, 24 hour peace of mind

Security and peace of mind – 24 hours, every day of the year

‘Johnnie’ Johnson Housing retirement schemes are designed to ensure that you feel safe and secure, enjoying peace of mind in your retirement.

If you want to remain as independent as possible, but without the worries of maintaining your current home and with extra support available if you need it, retirement housing could be the answer.

A landlord you can trust

‘Johnnie’ Johnson Housing has provided retirement housing for over 30 years and has established an enviable reputation for providing a quality, customer-centred service.

As a Housing Association, we are regulated by the Tenant Services Authority (TSA) and have to meet strict quality standards in all aspects of our work.

We are also accredited with the Centre For Sheltered Housing Code of Practice and meet standards set by the government for retirement housing and support services.

Any information you provide will be treated as strictly confidential and we will observe the highest professional standards at all times.

A safe place to live

All our retirement properties are fitted with a secure door entry system, ensuring that no-one can enter your home unless you choose to admit them. Many schemes are also protected by CCTV cameras, door eyeholes and security lighting -

*‘Social responsibility and business excellence –
making a positive difference towards peoples lives’*

giving that extra measure of security around your home and deterring random callers.

We also provide fire detection systems in communal areas and smoke detectors to most individual apartments and bungalows. All equipment is regularly inspected and serviced.

A Scheme Manager also carries out general health and safety checks to identify any hazards and we have a regular programme of safety inspections, such as electrical wiring checks.

Your safety is paramount and you are encouraged to raise any safety issues with your Scheme Manager.



Peace of mind around the clock

All properties are fitted with an alarm system, which can easily be activated in an emergency. This means that help can be summoned quickly in an emergency (including urgent repairs), 24 hours a day, everyday of the year.

A Scheme Manager is available on site during the week to attend to any emergency calls. Whenever your Scheme Manager is off site, emergency calls are sent to our own alarm monitoring service, Astraline, which is staffed by fully trained operators.

Our Astraline service has an excellent reputation and is accredited by the Association of Social Alarm Operators. We also carry out this service for a large number of other housing providers.

The alarm system provides a speech link between you and our Astraline operators. The alarm equipment is so sensitive that you can even speak to us from behind closed doors.

In an emergency, Astraline may provide telephone advice or summon help from emergency services, GP's or friends and relatives whom you have nominated.



Some schemes are connected to another alarm operator and this works in much the same way as the Astraline service. To complete the picture, we take pride in providing a quick, reliable and easy to use repairs service -taking the worry out of dealing with tradesmen and arranging repairs work.

A tenancy with rights

All tenancies in retirement housing offer you complete security, meaning that they can only be terminated by you or, in the case of serious breaches of tenancy, by a court. Therefore you are free to remain in your home for as long as you wish.

As well as enjoying full security of tenure, you have other rights as well - such as the right to be consulted on management matters and the right to carry out improvements. Your rights are explained more fully in your Tenancy Handbook.

A rent you can afford

As a non-profit making organisation, we are able to keep rents well below market levels. Our rents are calculated within government guidelines and all service

charges are reviewed annually and kept to the minimum. Details of current rent levels are provided with the property particulars for each scheme.

Depending on the level of your income and savings, you may be eligible for Housing Benefit and a Supporting People subsidy, paid by the Local Authority.

We can provide advice on how to apply and whether you are likely to be entitled to assistance with your housing and support costs.



A range of services to enhance retirement living

When you live in a 'Johnnie' Johnson Housing retirement property, you can expect to receive a range of services that enhance your enjoyment of retirement living.

The many services available are designed to make your life a little easier and, whilst they can vary from scheme to scheme, you can generally expect:

- a Scheme Manager available on-site during the week
- a 24hour emergency alarm service, providing back up every day of the year, whenever the Scheme Manager is off site
- a high standard of cleaning and upkeep of communal areas
- landscaped gardens
- heating and lighting in communal areas
- a passenger lift
- safety features, such as CCTV, secure door entry and fire detection systems
- a communal lounge and kitchen for social and leisure activities

- digital TV facilities (subject to local availability)
- provision of a cooker and a fridge
- a guest room for friends and family to stay, provided at a nominal charge.

Services can vary from scheme to scheme and are subject to a service charge, which is included in your rent. The charge is eligible for Housing Benefit, except for items which are deemed as normal living expenses e.g. heating and hot water to individual apartments. You can find out exactly what services are offered at any scheme by referring to the scheme particulars or by contacting the Scheme Manager.

Many schemes also have visiting services from outside providers, which often include hairdressing, chiropody, mobile library service, shopping delivery services and more.

A friendly place to live with lots to do

'Johnnie' Johnson Housing aims to promote a friendly, supportive environment to enhance your well-being, relaxation and quality of life.

Many people find that the move to retirement housing provides an opportunity to develop new friendships and pursue a range of leisure activities and interests.

Many of our tenants have formed social clubs which support and encourage social activities that cater for varied interests. Your Scheme Manager will work with you, advising on functions, and assisting in the development of your community.



Activities will vary from scheme to scheme but may include:

- Keep fit classes
- Coffee mornings
- Indoor bowls
- Trips to the theatre or other places of interest
- Social dancing
- Quiz nights
- Presentations and talks from local interest groups
- Special parties and meals



Belonging to the local community

Many people use social and leisure activities as an opportunity to strengthen links with the local community and this often leads to fund raising events. These links help to widen friendships that are valued by people in the local area, who may otherwise be isolated.

Your choice

The way you choose to utilise your leisure time is your own personal choice, whether it is a quiet, private time or joining in an active social scene - the choice will always be yours.

An independent lifestyle with flexible support when you need it

Above all else, retirement housing offers you independence and should not be confused with residential care, where independence is limited.

At 'Johnnie' Johnson Housing we aim to help you maintain your independence and well-being by giving you control over your life, whilst at the same time feeling safe in the knowledge that support is available, should you need it.

Having control over your life means things like having your own front door, with the freedom to come and go as you please. It also means having the choice of when to enjoy the companionship of others and when to appreciate the privacy of your own apartment or bungalow.

A supportive and professional Scheme Manager

Many of our retirement housing schemes have a Scheme Manager and all have a 24 hour emergency alarm service. Some Scheme Managers live on site, whilst others don't, some provide a service to more than one scheme.

All our Scheme Managers are fully trained, so that you can be sure your scheme is expertly managed. You can always rely on a friendly face who can answer your questions and deal with any emergencies that arise.

Scheme Managers are also responsible for assessing peoples' individual needs for care and support, as well as organising outside resources to meet them. This involves:

- making regular contact with all tenants
- recognising and identifying care/support needs and any risks involved in independent living
- participating in assessment of care/support needs
- reviewing care and support services at scheme and individual levels

The Scheme Manager also encourages residents to support each other and to create a friendly and

welcoming environment, as well as helping to arrange social activities and maintaining links with the local community.

Other duties include:

- helping newcomers settle in
- general administration and management
- letting of vacant properties
- reporting repairs
- consulting with tenants on any changes
- undertaking health & safety checks
- dealing with complaints

Scheme Managers normally work during weekdays, typically from 9am - 4pm, although hours of work will vary depending on the needs of individual schemes. When the Scheme Manager is off duty, you can use our Astraline emergency call service for assistance if you are worried about security, need an urgent repair or need help in a medical emergency. Sometimes, a mobile warden will also visit a scheme on a regular basis if the Scheme Manager is off duty for extended periods.

Supporting you in your retirement

Before you move in, your Scheme Manager will discuss your Tenancy Agreement with you and answer any questions. He/she will also talk to you about any support needs you may have and assist with arrangements to enable you to continue to live independently. The type of support you need may involve:

- welfare calls
- advice and information on payment of rent and welfare benefits
- help in arranging new social activities
- assistance with arranging repairs or adaptations to your home
- information on local amenities
- assistance in securing personal care

We will make a record of your support needs, so that you are clear about what support is being provided for you during your tenancy. You will also have the opportunity to discuss any risks that may arise with independent living and agree any appropriate action.

We recognise that your support needs may change over time, so these will be reviewed at least every six months or sooner if you request it.

If you want to know more about the support and other services provided in retirement housing, please telephone our Customer Services Centre on 0845 6041095 and ask for a copy of our booklet 'Support Services in Retirement Housing'.

If you are interested in buying a share in a retirement property, please request an information pack from the Leasehold Services Team on 0845 6001767.

If you need a translation service please contact our Customer Service Centre on 0845 604 1095 or visit our website at www.jjhousing.co.uk

Haddii aad u baahan tahay adeeg turjibaan, fadlan la xiriir Xarunteena Adeega Macmiilka (Customer Service Centre) lambarka 0845 604 1095 ama u soo booqo shabakadda internet'ka cinwaanka www.jjhousing.co.uk

Somali

আপনার যদি অনুবাদে সাহায্য-সহায়তার প্রয়োজন হয় তাহলে অনুগ্রহ করে আমাদের কাস্টমার সার্ভিস সেন্টারকে 0845 604 1095 নম্বর ফোনে যোগাযোগ করুন অথবা আমাদের www.jjhousing.co.uk এই ওয়েবসাইট দেখুন

Bengali

જો તમને ટ્રેન્સલેશન (તરજૂમાની) સેવાની જરૂર જણાય તો કૃપા કરી 0845 604 1095 ઉપર અમારા કસ્ટમર સર્વિસ સેન્ટરનો સંપર્ક સાદશો અથવા અમારી વેબસાઇટની મુલાકાત લો- www.jjhousing.co.uk

Gujarati

Jeżeli potrzebujesz usługi tłumaczenia prosimy o kontaktowanie się z Ośrodkiem Obsługi Klienta pod 0845 604 1095 lub odwiedzenie naszej strony internetowej www.jjhousing.co.uk

Polish

如果您需要翻譯服務，請聯繫我們的用戶服務中心（Customer Service Centre）
電話：0845 604 1095。同時您也可以登陸我們的網站，網址：www.jjhousing.co.uk

Cantonese

اگر آپ کو ترجمہ خدمت کی ضرورت ہے تو براہ کرم ہماری کسٹمر سروس سینٹر سے 0845 604 1095 پر رابطہ کریں یا ہماری ویب سائٹ www.jjhousing.co.uk دیکھیں۔

Urdu

Os oes angen gwasanaeth cyfieithu arnoch, cysylltwch â'n Canolfan Gwasanaeth Cwsmeriaid os gwelwch yn dda ar 0845 604 1095 neu ewch i'n gwefan yn www.jjhousing.co.uk

Welsh



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Social responsibility and business excellence – making a positive difference to people's lives



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