

Customer Service Information Leaflet

14

sheltered housing



A strong future together, investing in homes,
neighbourhoods and lives

St Georges
COMMUNITY HOUSING

For older tenants, St Georges Community Housing provides specialist housing in a number of sheltered housing schemes.

Each of these offers 24-hour emergency care alarm cover and a Scheme Coordinator, who looks after one or more schemes.

Sheltered housing provides older residents with a comfortable, manageable and secure home of their own; preserving their privacy, dignity and independence, whilst also giving them ready access to additional support when they need it. The Scheme Coordinator keeps in close contact with residents and can organise a whole range of additional services to help.

We have three types of sheltered schemes:

- **Alarm Linked:** There is no Sheltered Scheme Coordinator but residents have an emergency alarm system, which is linked directly to Careline Control
- **Sheltered Housing Scheme:** A Sheltered Scheme Coordinator is available on site for part of the day. During off-duty hours, the Careline alarm service takes emergency calls
- **Sheltered Housing Scheme with Extra Care:** This scheme is designed for people who are frail. As well as the Sheltered Scheme Coordinator service, extra care is provided on site through Social Services and partner agencies.

Excellence of service

Our Sheltered Housing service has been accredited by the Centre for Sheltered Housing Services as meeting the requirements of the Code of Practice.

This shows that the service we provide is of a high standard.

Handyperson Scheme

St Georges Community Housing provides a Handyperson Scheme for sheltered housing tenants through our partner repairs service contractors, Alhco and Connaught.

The Handyperson Scheme is there to ensure that many of the odd jobs and small repairs it is our duty to fix are properly dealt with in the homes and communal areas of our sheltered housing schemes.

What is the role of the Sheltered Scheme Coordinator?

Each sheltered housing scheme has a Scheme Coordinator whose role is to help residents maintain an independent lifestyle wherever possible. When the Scheme Coordinator is off duty, the call system is switched over to Careline. Careline provides an emergency response 24 hours a day, 365 days a year.

The Sheltered Scheme Coordinator can:

- Welcome new residents and explain the facilities
- Provide support to residents, liaising with other agencies and relatives as agreed to help residents maintain independent living within a scheme
- Contact residents every day to ensure they are comfortable and healthy
- Assist residents in difficulty or distress. They will inform a relative, call the doctor or contact other services where necessary
- Ensure there is a friendly and welcoming atmosphere at the scheme
- Organise social events and encourage healthy exercise
- Talk to the local housing office about repairs, tenancy matters and general issues
- Monitor cleaning, gardening and window cleaning. Deal with contractors.

The Sheltered Scheme Coordinator cannot:

- Provide personal care
- Help with medication
- Deal with finances
- Attend to shopping, collect prescriptions, etc
- Pick you up from the floor if you fall. We can contact your family or a paramedic.

We can put you in touch with agencies that can help you with all of the above.

How can I apply for sheltered housing?

If you are over 60 and your partner is over 55, you can apply for sheltered housing.

You can obtain an application form from any of our Area Housing Offices or the Basildon Centre - see details below. If you are on a low income, you may be entitled to help with your housing costs from Housing Benefit and a Supporting People Grant. You may also be entitled to other welfare benefits. For further information, please contact any of the numbers below.

Sheltered Housing team:	01268 465026
Pitsea Area Office:	01268 465010
Felmores Area Office:	01268 465200
Central Area Office:	01268 465111
Laindon Area Office:	01268 465050
Benefits agency:	01268 363000
Housing benefits:	01268 294757



What sheltered housing is available?



Basildon



Afflets Court	Extra Care
Address:	Fairmead, Basildon, Essex, SS14 2LE
Units:	60 units. Plus 45 dispersed bungalows.
Communal Facilities:	Communal hall, bathroom and kitchen, laundry room, small lounge, treatment room and communal gardens.
Accommodation Types:	One-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 300 yards of the scheme.
Social Activities:	Tai Chi, short mat bowls, bingo, darts, snooker, art classes and regular social events.

Whitmore Court	Sheltered
Address:	Whitmore Way, Basildon, Essex, SS14 2TL, SS14 2TN
Units:	42 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal courtyard.
Accommodation Types:	Bedsits and one and two-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 600 yards of the scheme.
Social Activities:	Bingo, quiz nights, darts and social events.



Laindon



The Brambles	Sheltered
Address:	Devonshire Road, Laindon, Essex, SS15 6HF
Units:	32 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One and two-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	Bingo, craft classes and social events.



Bridgecote Lane	Leasehold Scheme
Address:	Bridgecote Lane, Laindon, Essex, SS15 4BW
Units:	36 units.
Communal Facilities:	Communal hall, laundry room, kitchen and courtyard.
Accommodation Types:	One and two-bedroom flats and bungalows.
Local Facilities:	Doctor's surgery, local shops and a bus stop - within half a mile of the scheme. There is a dentist just over one mile away.
Social Activities:	Coffee mornings and social events.

Cromer Avenue	Sheltered
Address:	Cromer Avenue, Laindon, Essex, SS15 6HU
Units:	51 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One and two-bedroom flats and bedsits.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	Darts, bingo, crafts, karaoke, fish and chip night.





Great Oxford Court	Sheltered
Address:	Oxcroft Court, Laindon, Essex, SS15 6PQ
Units:	25 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One and two-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 200 yards of the scheme.
Social Activities:	Bingo and take-away night or a party once a month.




Helmore Court	Sheltered
Address:	Helmores, Laindon, Essex, SS15 6SB
Units:	30 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within three quarters of a mile of the scheme.
Social Activities:	Bingo, coffee mornings and social events.



Kenilworth Place	Sheltered	
Address:	Kenilworth Place, Laindon, Essex, SS51 4DG	
Units:	22 units.	
Communal Facilities:	Communal hall, laundry room, kitchen and gardens.	
Accommodation Types:	One-bedroom flats and bungalows and one three-bedroom house.	
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within one mile of the scheme.	
Social Activities:	Bingo, quiz nights, darts and holiday social events.	

Nichol Claremont	Sheltered	
Address:	Claremont Road, Laindon, Essex, SS15 5PU	
Units:	40 units.	
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.	
Accommodation Types:	One-bedroom flats.	
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 500 yards of the scheme.	
Social Activities:	Crafts, darts, short mat bowls and line dancing.	

Somercotes Court	Sheltered	
Address:	Somercotes Court, Laindon, Essex, SS15 5UJ	
Units:	22 units.	
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.	
Accommodation Types:	One-bedroom flats.	
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stops - within 600 yards of the scheme.	
Social Activities:	Bingo and a social night out every quarter.	

Spinneywood	Sheltered
Address:	Spinneywood, Laindon, Essex, SS15 6HE
Units:	28 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One and two-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	Darts, bingo, cards, lunch club and social events.



Thornton Way	Sheltered
Address:	Thornton Way, Laindon, Essex, SS15 6QQ
Units:	29 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and one two-bedroom flat.
Local Facilities:	Doctor's surgery, dentist, local shops and bus stop - within half a mile of the scheme.
Social Activities:	Bingo, coffee mornings and social events.



Billericay

Buckwyns Court	Sheltered
Address:	Buckwyns, Billericay, Essex, CM12 2JJ
Units:	33 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and one three-bedroom house.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	Darts, bingo, social events and day trips are arranged.



Carvers Wood	Sheltered
Address:	Ganels Road, Billericay, Essex, CM11 1TJ
Units:	36 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and bedsits.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 200 yards of the scheme.
Social Activities:	Board games, cards, bingo, coffee mornings and an exercise class.



Hillhouse Court	Sheltered
Address:	Hillhouse Court, Billericay Essex, CM12 0AT
Units:	63 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal courtyard.
Accommodation Types:	One-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	Crafts, darts, and coffee mornings.



Queens Park Court	Sheltered
Address:	Queens Park Court, Billericay, Essex, CM12 0XR
Units:	61 units.
Communal Facilities:	Lounge, dining room, chiropodist and hairdressing room, television room, games room, two laundry rooms and communal gardens.
Accommodation Types:	One and two-bedroom flats and one three- bedroom house.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within half a mile of the scheme.
Social Activities:	Coach outings, social events, and coffee mornings.



Roman Way	Sheltered
Address:	Roman Way, Billericay Essex, CM12 9LJ
Units:	31 units.
Communal Facilities:	Laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and bedsits.
Local Facilities:	Doctor's surgery, dentist, town centre shops and a bus stop - all within half a mile of the scheme.
Social Activities:	Tea and coffee mornings.



Pitsea

Bartlow Side	Sheltered
Address:	Felmores, Pitsea, Essex, SS13 1NW
Units:	37 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One and two-bedroom flats and one three-bedroom maisonette.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 100 yards of the scheme.
Social Activities:	Darts, tea and coffee mornings and afternoons.



Fellcroft	Sheltered
Address:	Fellcroft, Pitsea, Essex, SS13 2RG
Units:	35 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and bungalows
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	Arts and crafts, bingo, coach trips, and a slimming club.



Felmores Court	Sheltered
Address:	Felmores, Pitsea, Essex, SS13 1PW
Units:	32 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and bungalows and bedsits.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - on the other side of the scheme.
Social Activities:	Bingo, cards, crafts, fish and chip supper and sausage and mash evenings.



Havengore	Sheltered
Address:	Montsales, Pitsea, Essex, SS13 1JX
Units:	47 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 400 yards of the scheme.
Social Activities:	Art classes, cards, darts, pool and social events.



Holgate	Sheltered
Address:	Off Mayfair Road, Rectory Road, Pitsea, Essex, SS13 1JD
Units:	24 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	Two-bedroom bungalows.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 300 yards of the scheme.
Social Activities:	The scheme has an active social programme.



Lanhams Court	Sheltered
Address:	Davenants, Pitsea, Essex, SS13 1RX
Units:	62 units.
Communal Facilities:	Communal hall and kitchen, laundry room, hobby room, games room and communal gardens.
Accommodation Types:	One-bedroom flats, one two-bedroom flat and two three-bedroom houses.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within 300 yards of the scheme.
Social Activities:	Bingo, day trips, breakfast and lunch clubs, games, holiday parties and social events.



Maydells Court	Sheltered
Address:	Maydells, Pitsea, Essex, SS13 3HS
Units:	48 units.
Communal Facilities:	Communal hall, kitchen, laundry room and communal gardens.
Accommodation Types:	One and two-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within 500 yards of the scheme.
Social Activities:	Bingo, monthly parties, afternoon teas and a gardening club.



Mill Green	Sheltered	
Address:	Mill Green, Pitsea, Essex, SS13 3PJ	
Units:	26 units.	
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.	
Accommodation Types:	One-bedroom bungalows.	
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within 700 yards of the scheme.	
Social Activities:	Bingo, coffee mornings, music nights and trips to local shows.	
Oakdene	Sheltered	
Address:	Off Oakdene Road, Briscoe Road, Pitsea, Essex, SS13 1AP	
Units:	27 units.	
Communal Facilities:	Communal hall and kitchen, games room, laundry room and communal gardens.	
Accommodation Types:	Two bedroom bungalows and flats.	
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 300 yards of the scheme.	
Social Activities:	The scheme has an active social programme.	
Oakwood Grove	Leasehold Scheme	
Address:	Wickford Avenue, Pitsea, Essex, SS13 3HT	
Units:	31 units.	
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.	
Accommodation Types:	One-bedroom flats and one and two-bedroom bungalows.	
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within 500 yards of the scheme.	
Social Activities:	Coffee mornings, games, fish and chip evenings.	

Parkhurst Road	Sheltered
Address:	Parkhurst Road, Pitsea, Essex, SS13 3DL
Units:	24 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom bungalows.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within 400 yards of the scheme.
Social Activities:	Bingo, coffee mornings and social events.



Pintails	Sheltered
Address:	Crest Avenue, Pitsea, Essex, SS13 2EN
Units:	40 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats.
Local Facilities:	Doctor's surgery and dentist - within half a mile of the scheme. Local shops and a bus stop - two minutes walk from the scheme.
Social Activities:	The scheme has an active social programme.



St. Gabriel's Court	Sheltered
Address:	Off Gifford Green, Pitsea, Essex, SS13 3NY
Units:	38 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flat and bungalows and one three-bedroom house.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within 400 yards of the scheme.
Social Activities:	Bingo, music club and social events.



Tanswell	Sheltered
Address:	Off Tanswell Avenue, Pitsea, Essex, SS13 3JW
Units:	55 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats, bedsits and one three-bedroom house.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 600 yards of the scheme.
Social Activities:	Bingo and social events.



Vange

Charterhouse	Sheltered
Address:	Great Mistley, Vange, Essex, SS16 4BG
Units:	17 units.
Communal Facilities:	Communal hall, kitchen, laundry room and gardens.
Accommodation Types:	One-bedroom flats and one two-bedroom flat.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within three quarters of a mile of the scheme.
Social Activities:	Bingo, outings and other social events.



Fairhouse Court	Sheltered
Address:	Long Riding, Vange, Essex, SS14 1RA
Units:	30 units.
Communal Facilities:	Communal hall, kitchen, laundry room and gardens.
Accommodation Types:	One-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within half a mile of the scheme.
Social Activities:	Bingo, coffee mornings and social events.



Haven Close	Sheltered
Address:	The Slades, Vange, Essex, SS16 4SQ
Units:	22 units.
Communal Facilities:	Communal hall, kitchen, laundry room and gardens.
Accommodation Types:	One-bedroom flats and bungalows and bedsits.
Local Facilities:	Doctor's surgery, local shops and a bus stop - all within 700 yards of the scheme. The nearest dentist is three quarters of a mile from the scheme.
Social Activities:	Bingo, darts, cards and a monthly social evening.



Hill Court	Sheltered
Address:	Clayhill Road, Vange, Essex, SS16 4AF
Units:	16 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom bungalows and flats and one two-bedroom bungalow.
Local Facilities:	Doctor's surgery, dentist, Basildon town centre shops and a bus stop - all within half a mile of the scheme.
Social Activities:	Bingo, coffee mornings, trips and other social events.



Hockley Road	Sheltered
Address:	Hockley Road, Vange, Essex, SS14 1RT
Units:	12 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and one two-bedroom flat.
Local Facilities:	Doctor's surgery, dentist and a bus stop - all within 600 yards of the scheme. The nearest shops are three quarters of a mile from the scheme.
Social Activities:	Arts and crafts and social events.



Pattocks	Sheltered
Address:	Frettons, Vange, Essex, SS14 1QW
Units:	22 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom bungalows.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within quarter of a mile of the scheme.
Social Activities:	The scheme has an active social programme.





Ravensfield Court	Sheltered
Address:	Ravensfield, Rippleside, Vange, SS14 1UH
Units:	23 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One and two-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	The scheme has an active social programme.



Riverview Court	Sheltered
Address:	Clayhill Road, Vange, SS16 4NF
Units:	22 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom bungalow.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within half a mile of the scheme.
Social Activities:	Bingo, darts, coffee mornings and social events.



Rydene	Sheltered
Address:	Rydene, off Clover Way, Vange, Essex, SS16 4SZ
Units:	32 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom bungalows and flats and one three-bedroom house.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within half a mile of the scheme.
Social Activities:	Cards, coffee mornings and holiday parties.



Vange Hill Court	Sheltered
Address:	Vange Hill Drive, Vange, Essex, SS16 4DF
Units:	29 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal courtyard.
Accommodation Types:	One and two-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop are all within half a mile of the scheme.
Social Activities:	Bingo, cards and social events.

Wickford



Bradwell Court	Sheltered
Address:	Southend Road, Wickford, Essex, SS11 8HB
Units:	34 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 700 yards of the scheme.
Social Activities:	Crafts class, dance group, active life and social events.



Eliot Close	Sheltered
Address:	Stevenson's Way, Wickford, Essex, SS12 9ED
Units:	65 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and bungalows, one two-bedroom flat, bedsits and bedsit bungalows.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within quarter of a mile of the scheme.
Social Activities:	Art class, bingo, darts, coffee mornings, dancing group, snooker and social evenings.

Halstead Court	Sheltered
Address:	The Maples, Wickford, Essex, SS12 9EB
Units:	35 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal courtyard.
Accommodation Types:	One-bedroom flats and two-bedroom bungalows.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	The scheme has an active social programme.



Keats Way	Sheltered
Address:	Keats Way, Wickford, Essex, SS12 0BP
Units:	41 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and bungalows, bedsits and bedsit bungalows.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within 400 yards of the scheme.
Social Activities:	Bingo, cards, board games, a breakfast club, social events and evenings.



Meadow Court	Sheltered
Address:	Off Long Meadow Drive, Wickford, Essex, SS15 6HF
Units:	42 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats and one two-bedroom bungalow.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	Flower arranging, bowls, art class, bingo, darts, coffee mornings and social events.



Pine Close	Leasehold Scheme
Address:	Off Cedar Avenue, Wickford Essex, SS12 9LP
Units:	33 units.
Communal Facilities:	Communal hall, kitchen, laundry room and gardens.
Accommodation Types:	One and two-bedroom bungalows and one-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - all within quarter of a mile of the scheme.
Social Activities:	The scheme has an active social programme.



Spencer's Court	Sheltered
Address:	Irvon Hill Road, Wickford, Essex, SS12 0RH
Units:	42 units.
Communal Facilities:	Communal hall and kitchen, laundry room and communal gardens.
Accommodation Types:	One-bedroom flats.
Local Facilities:	Doctor's surgery, dentist, local shops and a bus stop - within half a mile of the scheme.
Social Activities:	The scheme has an active social programme.



Other useful telephone numbers

Careline Control:	01268 465141
Careline Admin:	01268 465151
Streetcare:	01268 294949
Basildon District Council:	01268 533333

Basildon Careline

Basildon Careline is an emergency home alarm service that allows people to live independently whilst also having easy access to help in the event of an emergency.

Careline is provided by St Georges Community Housing for residents of the Basildon District and the neighbouring districts of Rochford and Castle Point. The service is available 24 hours a day, every day of the year.

Careline is used by many people within the community, although it is mainly the elderly and disabled who find it particularly beneficial.

Basildon Careline also supports sheltered housing tenants when Scheme Coordinators are off duty.

If you live in sheltered housing or another property that is alarm linked and an emergency arises when your Scheme Coordinator is off duty, then a Basildon Careline Officer will assess your situation and take action to help you.

Sheltered housing - our service standards

We will:

- Give each new sheltered scheme resident an induction (introduction) within 14 days of moving onto the scheme.
- Contact our tenants/leaseholders seven days a week if requested.
- Assess your needs and, if required, draw up a support plan with you within two weeks of you moving onto the scheme.
- Review your needs and support plan on an annual basis - or sooner if your circumstances change or you request it.
- Check your alarm system every three months and immediately report any fault.
- Hold residents meetings every quarter to discuss the issues which affect you and provide you with information.

Area Housing Offices

Central Area Housing Office

The Basildon Centre, St Martin's Square, Basildon, Essex SS14 1DL

T: 01268 465111 | Fax: 01268 465159 | Email: centralareahousing@sgch.org.uk

Felmores Area Housing Office

13 Felmores End, Basildon, Essex SS13 1PW

T: 01268 465200 | Fax: 01268 465206 | Email: felmoresareahousing@sgch.org.uk

Laindon Area Housing Office

5-8 Dunton Court, Aston Road, Laindon, Essex SS15 6NX

T: 01268 465161 | Fax: 01268 465162 | Email: laindonareahousing@sgch.org.uk

Pitsea Area Housing Office

13 Northlands Pavement, Pitsea, Basildon, Essex SS13 3DU

T: 01268 465010 | Fax: 01268 465031 | Email: pitseaareahousing@sgch.org.uk

Our Area Housing Offices are open for our customers to use during the following times: Mon - Fri 9am - 5.15pm

此資訊是有關於庇護住房。倘若您希望將此資訊翻譯成另外一種語言，或以另外一種格式

(如音頻 CD、盲文或大字體)，請撥打電話：01268 465112，或發送電郵至：

mailroom@sgch.org.uk。

यह सूचना परिश्रित आवासन के बारे में है। यदि आप इस सूचना का अनुवाद किसी अन्य भाषा अथवा प्रारूप, जैसे ऑडियो सीडी, ब्रैल या बड़े प्रिंट में चाहते हैं, तो कृपया 01268 465112 पर फोन करें या mailroom@sgch.org.uk पर ई-मेल करें।

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(如音频 CD、盲文或大字体)，请拨打电话：01268 465112，或发送电子邮件至：

mailroom@sgch.org.uk。

This information is about sheltered housing. If you want this information translated into another language or in another format such as audio CD, Braille or large print, please phone 01268 465112 or email: mailroom@sgch.org.uk

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