

Sheltered Housing Schemes Information Booklet



www.milton-keynes.gov.uk/housing-mkc

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Introduction

Milton Keynes Council Sheltered Housing is designed primarily for people aged 60 years and over. It provides a safe, secure and supportive environment for people wishing to live independently in their own homes.

Our properties range from one-bedroom centrally heated flats in a two-storey building, to flat-lets. Most schemes have at least one adapted flat for wheelchair users and many individual flats have some form of adaptation e.g. flat floor shower or lowered kitchen units. Some properties can be adapted to meet the individual tenant's needs, where appropriate, in conjunction with an assessment from Occupational Therapy.

All schemes have a communal lounge for the use of tenants and at least 2 regular social activities are organised per week, some schemes having many more. Tenants are also encouraged to organise their own activities with the support of the Sheltered Housing Officer.

We have a number of schemes offering quality flexible care and support by 24 hour care staff. This includes flats set aside for people with low level dementia and the frail elderly. There is also temporary accommodation for those requiring rehabilitative intermediate care.

Sheltered Housing Officer Duties

The role of the Sheltered Housing Officer is to provide an effective Sheltered Housing Service to tenants and to develop and promote the Sheltered Housing scheme into a community resource for all older people.

Hours of Work

Monday – Friday 09.00 to 17.15. (Sheltered Housing Officers are entitled to start work an hour earlier/later than this thus finishing earlier/later).

There is an entitlement of one hour for lunch each day. There is no requirement to work on bank holidays, weekends or evenings.

Key Tasks

Provide a daily, morning visit to each tenant, to monitor their overall well-being. The visit may result in the need to assist in accessing or providing information on a number of different services. For example:

- Calling a doctor
- Referral for social care, Home Care, Social Worker.
- Assisting a tenant who is in distress, confused or angry.
- Help with benefits, rent, council tax and general finance advice.
- Liaison with relatives.

Promoting Tenants Independence

Sheltered Housing Officers must encourage tenants to maintain their independence as far and for as long as possible. Sheltered Housing Officers actively encourage tenants to organise social activities and encourage older people in the local community to join in the activities.

Sheltered Housing Officers are not required to do social activities in the evening or at weekends but some may do this and then take time back later on that week.

Short Term Tenant Support.

Sheltered Housing Officers are required to give additional support to tenants who are temporarily indisposed; this is strictly on a short term or emergency basis.

Essential Information.

Sheltered Housing Officers must ensure that they obtain Next of Kin details from all tenants, and keep them updated on an annual basis and pass this information through to Central Control.

They will also assist tenants in the completion of their Support Plan. The support plan is used to record information relating to the support you will receive whilst living in the scheme.

Emergency Response.

Sheltered Housing Officers are required to give a response to all calls on the Community Alarm system from their tenants when on duty. When the Sheltered Housing Officer is off duty all calls go through to the Community Alarm Centre.

When your sheltered housing officer is off duty and you summon emergency assistance via your pull cord or pendant, your call is answered by the community alarm service. They will respond to your emergency by contacting a relative, emergency services or sending a mobile warden.

The community alarm service responds to calls 24 hours a day, seven days a week.

The Building

The Sheltered Housing Officer is responsible for:

- The security, health and safety issues and fire safety of all the communal areas.
- Reporting repairs to housing maintenance for all communal areas.
- Weekly testing of the community alarm and fire alarm systems, emergency lighting, door entry system and lifts
- Supervising contractors, cleaning, landscape, repairs, and window cleaners.
- Monitoring refuse collection, special collection.
- Arranging for paths to be gritted when necessary.

Estate Management.

Sheltered Housing Officers will liaise with the Area Estate Manager on housing issues e.g.:

- Voids and re-letting of properties
- Accompanied viewing with prospective new tenants

This is intended as a guide only and is not an exhaustive list.

House Meeting

Each Scheme holds a monthly House Meeting, which is usually hosted by the Scheme Sheltered Housing Officer.

House Meetings give Scheme residents an ideal opportunity to be involved in the life of the Scheme and to discuss and plan social activities such as; day trips, fete's, Christmas events, etc. They also provide a useful platform to feedback important information such as scheme news and information from the Tenants Forum.

From time to time an outside Guest Speaker may also be invited to attend House Meetings so that they can provide information about relevant services and events that may be of interest to tenants.

Tenants are encouraged to attend House Meetings, but attendance is not compulsory.

Tenants Forum

Each Sheltered Housing Scheme has two nominated Tenant Representatives elected by tenants at each scheme. Three times a year the representatives are invited to attend a tenant's discussion forum and meet up with other Tenant Representatives so that they may discuss and share issues related to Sheltered Housing. Many of our tenant representatives find this a very valuable event, and it enables them to feedback useful information to other tenants at the monthly House Meetings.

Scheme Events



Throughout the year tenants organise and plan a variety of events to be held at their Scheme. These have included a Bolognese and bib lunch, around the world party night, Indoor bowls, Fish and Chip suppers, Bingo, Cards night, Old Time Music night, Christmas Parties and Christmas Lunches, Summer Fetes, Arm Chair exercises, Gardening Club, Day Trips etc.

Support Charges

All properties within Sheltered Housing are subject to Support Charges. These charges are for the support services provided by the Sheltered Housing Officer and the Community Alarm Service.

If a tenant living within the Scheme is in receipt of Housing Benefit, Income Support or Pension Credit these charges may be funded for them.

When you sign your tenancy agreement or when you move into the scheme you will be provided with further information regarding these charges and eligibility for credits .

Sheltered Housing Application Forms

If you are interested in being considered for Sheltered Housing please contact the Sheltered Housing Lettings Officer on (01908) 252113. Information may also be obtained by visiting our website at: www.mkweb.co.uk/sheltered-housing

If you require further assistance on any aspect of Sheltered Housing, please contact one of our Sheltered Housing Managers on (01908) 222616, or alternatively telephone any of our Sheltered Housing Officers direct. They will be happy to answer your questions and arrange any visits to the scheme. You can also contact the Sheltered Housing Service via the following email address: sheltered.housing@milton-keynes.gov.uk

Prior to any offer being made an allocations and assessments form is completed by the lettings officer and/or Sheltered Housing Manager

Pets

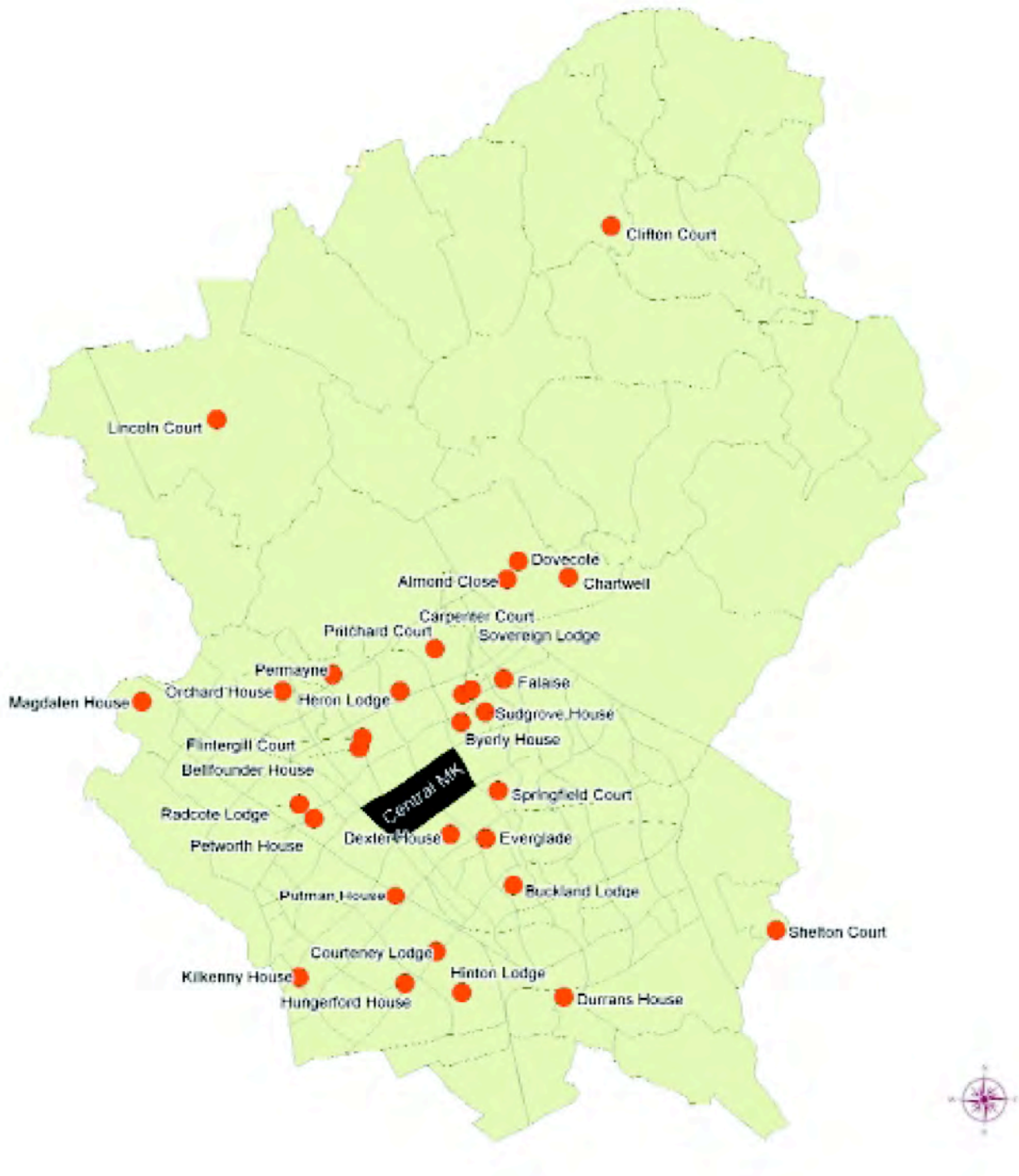
We understand that people often enjoy the companionship of a pet, when a move into sheltered housing is made we will try to accommodate this wherever possible. However we have to consider the impact on other tenants living in the scheme. Decisions are made on an individual basis dependant on the type of pet, the location of the property and the ability of the tenant to care for the pet appropriately.

Electric Scooters

Most of Milton Keynes Council Sheltered Housing Schemes were built many years before electric powered vehicles were available. Unfortunately making this provision in existing schemes is often problematic.

No electric scooters can be brought into the schemes without first having written permission from the sheltered housing managers

Sheltered Housing Schemes Across Milton Keynes



Almond Close



Newport Pagnell
Bucks.
MK16 0BA
Tel. 01908 610537
Mobile: 07946 334918

Almond Close is a well-presented Scheme that consists of 2 centrally heated one-bedroom semi-detached bungalows and 22 centrally heated open plan bungalows.

Each bungalow over looks a pleasant courtyard. The tenants of Almond Close have the use of a

communal lounge where regular events and activities take place, along with a beautifully presented communal garden and patio area.

Almond Close is situated within the area of Newport Pagnell which is a thriving market town that offers a Health Centre, Dentist, Library, a variety of supermarkets and individual shops, a number of Churches and excellent transport links to the surrounding areas and beyond.

The history of the area dates back to the Iron Age and the town itself is from the Roman period.

Bellfounder House



Bellfounder House
Walgrave Drive
Bradwell
Milton Keynes
MK13 9DR
Tel. 01908 310860

Bellfounder House is a two-storey building with access to the first floor via the lift or stairs. There are 34 centrally heated one-bedroom flats, 1 three bedroom flat with a further 5 onebedroom bungalows just adjacent to the main building.

A number of the ground floor flats and bungalows have small private gardens.

The tenants of Bellfounder House have the use of a communal lounge where regular events and activities take place. There is also a communal kitchen, tea bar, laundry room, assisted shower room and a guest room.

Bellfounder House is situated close to Central Milton Keynes on the residential estate of Bradwell. There is easy access to local transport links for the surrounding areas.

For tenants who do not wish to venture far there is a parade of local shops that are easily accessed via a neighbouring footbridge. The local Doctor's surgery is just a short distance away.

Buckland Lodge



Buckland Drive
Netherfield
Milton Keynes
MK6 4JR
Tel. 01908 604203

Buckland Lodge contains 34 centrally heated one-bedroom flats within a purpose built two storey building. Tenants of the Scheme have easy access to a lift, which serves the first floor.

Some ground floor flats have their own small garden.

Tenants have the use of a large communal lounge where various organised activities take place. From the communal lounge tenants can admire a large secluded courtyard garden.

Other facilities available include; a laundry room, assisted shower and a guest room. Buckland Lodge is situated in a prime location close to a local shopping centre, which has an assortment of local amenities, including, a parade of local shops, 2 Doctor's surgeries, Post Office and Takeaway restaurants. There is also easy access to Milton Keynes General hospital via an underpass.

Buckland Lodge is positioned south of Central Milton Keynes, within the Estate of Netherfield and is well served by local transport links for the surrounding areas.

Byerly House



Byerly Place
Downs Barn
Milton Keynes
MK14 7LY
Tel. 01908 663588

Byerly House is located within a quiet cul-de-sac and consists of 24 centrally heated one bedroom flats within a purpose built split-level building. A number of the flats have their own small garden.

Byerly House boasts a large open planned communal lounge complete with a fully fitted kitchen; this is the focal point of a variety of scheme social events and activities. Other facilities available to tenants include, a laundry room, assisted bathroom, an attractive communal garden and a guest room.

There is a small mini-market just a short walking distance from the scheme. There are also additional shops and two Health Centres approximately 10 minutes walk away on the adjacent estate of Neath Hill.

Byerly House is located within the residential area of Downs Barn, just adjacent to Central Milton Keynes. The area is well served by the local transport links to the surrounding areas and beyond.

Carpenter Court



Carpenter Court
Neath Hill
Milton Keynes
MK14 6JP
Tel. 01908 606298

Carpenter Court has 29 centrally heated one-bedroom flats within a two-storey building. Tenants have the use of a stair lift to gain access to the first floor.

There is a large open planned communal lounge complete with a fully fitted kitchen.

The lounge is used for a variety of scheme events and social activities.

Other facilities available include a communal garden, laundry room, assisted bathroom and a guest room.

Carpenter Court is situated adjacent to a local parade of shops including 2 Doctors surgeries, a Takeaway restaurant, Chemist, and a Public House.

More active tenants may wish to take advantage of some pleasant local walks within the surrounding areas including the local canal, Linford Woods and Campbell Park.

Carpenter Court is located within the residential area of Neath Hill and is well served by local transport links, to Central Milton Keynes and its surrounding areas.

Chartwell



Hastings House
Chartwell Road
Newport Pagnell
Bucks.
MK16 9EE
Tel. 01908 610807

Chartwell is located within 6, two-storey buildings with access to the first floor via stairs or a lift. The scheme consists of 28 centrally heated one-bedroom flats and 10 centrally heated flatlets and 1 two bedroom flat

Chartwell boasts a large and welcoming communal lounge, complete with a fully equipped kitchen. The lounge is used for a variety of scheme events. Other attributes of Chartwell include a large open plan communal garden and the use of a guest flat, which tenants may book for any of their visiting family or friends.

Just adjacent to Chartwell is a small mini market and bus stop. The town of Newport Pagnell and its many amenities including a Health Centre, Dentist, supermarkets, Library, Church, a variety of individual shops and transport links to the surrounding areas are approx 10 minutes walk away.

Newport Pagnell is a modern thriving market town. The history of the area dates back to the Iron Age and the town itself is from the Roman period.

Clifton Court



Olney
Bucks.
MK46 4AW
Tel. 01234 711206

Clifton Court is located within the thriving market town of Olney. The scheme itself consists of 15 centrally heated one-bedroom flats and 14 centrally heated flatlets all of which are within a two-storey purpose built building.

First floor properties are accessed via the scheme lift or stairs.

At the heart of Clifton Court is a large open planned communal lounge complete with a fully equipped kitchen. The lounge is used for a variety of scheme events and social activities. From the communal lounge tenants can access the communal garden. Tenants also have the use of a laundry room, assisted bathroom and a guest flat.

The main High Street of Olney is just a short walk away and offers its community a variety of shops and amenities including, Doctors surgery, Post Office, Public House, Library, supermarkets, convenience stores, Chemist, Takeaway restaurants and Tea houses.

For the more active tenants there are a number of pleasant local walks within the surrounding area including the local river, cricket pitch, Emberton Park and open countryside.

Regular bus services, serve the surrounding areas of Milton Keynes, Newport Pagnell, Bedford, Wellingborough and Northampton. Olney has a very good Senior Citizen club, which organises a variety of activities and excursions.

Tenants who wish to get involved can take advantage of the clubs complimentary coach, which transports tenants from the scheme to the regular meetings, which are held at the local working men's club.

Courteney Lodge



Blackmoor Gate
Furzton
Milton Keynes
MK4 1EL
Tel. 01908 502947

Courteney Lodge has a combination of 30 centrally heated one-bedroom and 2 two-bedroom flats within a two-storey building. The first floor is accessible by stairs and a lift. Ground floor flats each have their own small garden. Tenants have the use of a large communal lounge complete with a fully fitted kitchen.

The lounge is the focal point for a variety of scheme events and social activities, which leads into a secluded communal courtyard garden. Other facilities available to tenants include, a laundry room, assisted bathroom and a guest flat.

The local shops are just a short distance away, and those who wish to travel into Central Milton Keynes can find the local bus stop just outside the scheme front door.

For the more active residents there are a number of pleasant local walks within the surrounding areas including the local linear park area and lake.

Courteney Lodge is located within the popular residential area of Furzton. There are excellent transport links to West Bletchley, Central Milton Keynes and Westcroft.

Dexter House



Dexter Avenue
Oldbrook
Milton Keynes
MK6 2HZ
Tel. 01908 668250

Dexter House has 32 centrally heated flats within a two-storey building. Some of the ground floor flats have a small garden and space for parking a car. First floor flats are accessed via 12 steps.

Dexter House has a large open plan communal lounge complete with a fully equipped kitchen, which is just across the hallway. The lounge is home to various social activities and events through out the year. Tenants also have the use of a laundry room, assisted shower room and a guest room.

Dexter House is situated within the popular residential area of Oldbrook, which falls within the Campbell Park parish of the City and is one of the four areas closest to the city centre and its extensive shopping facilities.

For those tenants who do not wish to venture far there is a parade of shops located near by.

Dexter House is well served by local transport links and is within easy reach of the railway and bus stations.

Dovecote



Newport Pagnell
Bucks.
MK16 8EG
Tel. 01908 611853

Dovecote is located within the popular area of Newport Pagnell, a modern thriving market town situated in the North East of Buckinghamshire.

The scheme consists of 23 one bedroom and 1 two bedroom centrally heated flats, all of which are located within a two-storey building.

The first floor is accessed via either the stairs or a lift. At the heart of Dovecote is a large inviting communal lounge, complete with a fully equipped kitchen, and is where the schemes regular social activities take place.

There is a bus stop adjacent to the scheme and for those who wish to stay closer to home, the town of Newport Pagnell and its many amenities including, a Health Centre, Dentist, supermarkets, Library, Church, a variety of individual shops and transport links to the surrounding areas are approx 10 minutes walk away.

Newport Pagnell is a modern thriving market town. The history of the area dates back to the Iron Age and the town itself is from the Roman period

Durrans House



Durrans Court
Fenny Stratford
Milton Keynes
MK2 2TG
Tel. 01908 645707

Durrans House has 29 centrally heated one bedroom flats within a purpose built two-storey building. The first floor may be reached by use of the scheme lift and stairs.

There are two communal lounges at Durrans House, one on each floor. The main communal lounge, located on the ground floor, boasts a fully equipped kitchen and overlooks the large communal garden. The lounge is the main venue for the various social activities and events that take place at the scheme each week.

Tenants also have the use of a laundry room, assisted bathroom, scooter storage area and a guest room, which may be booked for visiting relatives and friends.

Durrans House is located within the old Anglo Saxon town of Fenny Stratford close to Bletchley and has easy access to the many local amenities that are available in Bletchley Town Centre. There is also a large supermarket within walking distance of the scheme.

Everglade



Great Denson
Eaglestone
Milton Keynes
MK6 5BD
Tel. 01908 662787

Everglades is a purpose built split-level building and consists of 30 centrally heated terraced bungalows, each of which has a small garden. Properties are linked by an extensive corridor, which encompasses a long gradual gradient. Everglades has a large inviting communal

lounge and fully equipped kitchen and is the venue of the weekly lunch club. From the lounge tenants can enjoy the views of the scheme's well-tended communal garden. Other facilities available to tenants include; the use of a laundry room, an assisted bathroom and a guest room, which tenants may book for visiting relatives and friends.

Everglade is located at the end of a cul-de-sac within the residential area of Eaglestone and lies just south of the City Centre and its many amenities.

Everglades is approximately 10 minutes walk away from a small local shopping centre. Tenants who wish to access the bus service to Bletchley or Milton Keynes Centre will be required to walk uphill to the top of the road from where a local bus service serves the surrounding area.

Falaise



Bec Lane
Bolbeck Park
Milton Keynes
MK15 8PT
Tel. 01908 678646

Falaise is a purpose built two-storey building with a lift and stairs serving the first floor. The scheme consists of 3 centrally heated one-bedroom bungalows and 33 centrally heated one bedroom flats. There are also 2 centrally heated two-bedroom bungalows within the grounds of the scheme.

Falaise has two communal lounges, both of which have fully equipped kitchens. The larger of the lounges at the far end of the building overlooks a well-tended communal garden and is the venue for the very popular weekly Lunch Club and other social events.

Tenants also have the facilities of a laundry room, assisted bathroom and a guest room, which they may book for their visiting relatives and friends.

Falaise is located within the popular residential area of Bolbeck Park, situated north west of Central Milton Keynes. It is approximately a 10-minute walk away from the local shops and 5 minutes walk from the local bus stop, which serves links to the surrounding areas including Newport Pagnell and Central Milton Keynes.

For the more active tenants there are some pleasant walks within the surrounding areas including Willen Lake, Tongwell Lake and the Grand Union Canal.

Flintergill Court



Heelands
Milton Keynes
MK13 7PW
Tel. 01908 320308

Flintergill Court consists of 30 centrally heated one-bedroom flats within a purpose built twostorey building with the first floor being accessed via lift or stairs. Properties located on the ground floor all have a small private garden.

There are 2 communal lounges within Flintergill – one on each floor. The communal lounge located on the ground floor has the addition of a fully equipped kitchen and is used for the majority of the schemes social events.

Other facilities available to residents include; a laundry room, assisted bathroom and a guest flat, which tenants may book for their visiting relatives and friends.

Flintergill Court is located within the popular residential area of Heelands and is conveniently located close to a small parade of shops, which may be accessed via the open plan communal garden.

The local bus stop is just a short distance away offering bus services to Central Milton Keynes and the surrounding areas.

Heron Lodge



Woodhouse Court
Stantonbury Fields
Milton Keynes
MK14 6DQ
Tel. 01908 223282

Heron Lodge consists of 31 centrally heated one-bedroom flats within a purpose built two storey building and has stairs and three lifts serving the first floor.

At the core of the scheme is a large comfortable communal lounge complete with

its own fully equipped kitchen. The lounge is the venue for the schemes various social activities and events and overlooks a large communal garden, complete with water feature.

Other facilities available to tenants include; a laundry room, assisted bath/shower room and a guest room, which tenants may book for their overnight guests.

Heron Lodge is situated approximately a 10 minute walk away from the local shopping centre, Health Centre, Takeaway restaurant and Dentist and is approximately 5 minutes walk to the local bus stop which has transport links serving Central Milton Keynes and its surrounding areas.

Heron Lodge is located within the popular residential areas of Stantonbury fields, which lies just north of Central Milton Keynes.

Hinton Lodge



Hinton Court
West Bletchley
Milton Keynes
MK3 7JN
Tel. 01908 630626

Hinton Lodge is the smallest of our schemes and consists of 17 centrally heated one-bedroom flats within a spacious two storey building. There are stairs and a lift serving the first floor. Additionally, within the boundary of the scheme there are 5 centrally heated two-bedroom bungalows, each with their own small garden and allotted parking space.

The scheme boasts a small open plan communal garden and well-presented communal lounge, complete with its own fully equipped kitchen.

Other facilities available to residents include, a laundry room, and an assisted bathroom. Residents may also, if they wish, book a friends and family guest room at any of our schemes for the use of their overnight visitors.

Hinton Lodge is situated within easy walking distance of two local shopping centres; there is also a Doctor's surgery and Dentist close by. The local bus stop is just a short distance away offering transport links to Central Milton Keynes, Central Bletchley and Westcroft and the surrounding areas.

Hinton Lodge is located within the well-established area of West Bletchley, the area is generally known for its high number of elderly people.

Hungerford House



Eastbury Court
Emerson Valley
Milton Keynes
MK4 2AJ
Tel. 01908 502957

Hungerford House consists of 34 centrally heated one-bedroom flats within a purpose built two-storey building. There are also nine 2-bedroom bungalows within the schemes grounds.

There is no lift in the main building and the first floor is accessed via 14 steps.

Hungerford House has a large inviting communal lounge complete with a fully fitted kitchen.

Other facilities available to tenants include; a laundry room, assisted bath/shower room and two guest flats, which tenants may book for their overnight guests.

Hungerford House is situated opposite the local shops. However for those wishing to explore further a field can find West Bletchley and Far Bletchley close by, where more shops, Doctor's surgeries and a Dentist can be found.

The local bus stop is just a short distance away offering transport links to Central Milton Keynes, Central Bletchley and Westcroft and the surrounding areas.

For the more active residents there a number of pleasant local walks within the surrounding areas including the local linear park area and lake.

Hungerford House is located within the popular residential area of Emerson Valley just South West of Central Milton Keynes.

Kilkenny House



Stoneleigh Court
Westcroft
Milton Keynes
MK4 4BP
Tel. 01908 506408

Kilkenny House is a purpose built "Very Sheltered Scheme" where care and support is provided by the 24-hour care staff. The Scheme consists of 31 centrally heated flats for single people and 9 centrally heated flats for couples all of which are located within

a three-storey building. All properties are fully accessible to wheelchairs and have lift access to all levels.

Within the building there is a restaurant offering hot meals 7 days a week. There is also a large communal lounge and attractive conservatory. Other facilities available to tenants include: the use of a laundry room, wheelchair storage / charging area, 2 assisted bathrooms and two guest rooms which tenants may book for their overnight guests.

A variety of local shops including a large Supermarket, Chemist, Clothes stores, Library, Medical centre and transport links are all just a short walk away.

Kilkenny House is located within the popular residential area of Westcroft.

Lincoln Court



Hanslope
Milton Keynes
MK19 7PB
Tel. 01908 510647

Lincoln Court consists of 20 centrally heated one-bedroom flats and one 2 bedroom flat, all of which are located within a purpose built two-storey building.

Lincoln Court boasts a large inviting communal lounge complete with its own fully fitted kitchen and overlooks a well-tended communal garden. The communal lounge is used as the venue for the schemes events and activities. Other facilities available to residents include: a laundry room, assisted shower room, and a guest room, which tenants may book for their overnight guests.

Tenants have easy access to the local village shop and Doctor's surgery, which also dispenses prescriptions.

Lincoln Court is located in the attractive village of Hanslope in the north of Buckinghamshire, on the boarder with Northamptonshire. It is approximately 6 miles from Newport Pagnell, Stony Stratford and Wolverton.

Magdalen House



Magdalen Close
 Stony Stratford
 Milton Keynes
 MK11 1PN
 Tel. 01908 568694

Magdalen House consists of 29 centrally heated one-bedroom flats, which are located within an attractive two-storey building, with a lift and stairs serving the first floor. Some of the ground floor flats have a small private garden.

Tenants have the use of the large inviting communal lounge complete with its own fully

fitted kitchen. The communal lounge is used as the venue for the schemes various events and social activities. Just adjacent to the lounge is a large welltended open plan garden, complete with a small patio area.

Other facilities available to tenants include: a laundry room, assisted shower room, hairdressing room and a guest room, which tenants may book for their overnight guests.

Magdalen House is located in the historical coaching town of Stony Stratford, which lies to the north west of Central Milton Keynes. The scheme is ideally situated behind the main high street, which has a variety of interesting shops, bars and eateries. Just opposite the scheme there is a popular cricket pitch, tennis courts and bowling greens. There are also some lovely riverside walks and lots of places of general interest.

Stony Stratford is well served by local transport links to the surrounding areas and Central Milton Keynes.

Orchard House



Green Lane
 Wolverton
 Milton Keynes
 MK12 5EZ
 Tel. 01908 312642

Orchard House is a purpose built two-storey building with a lift and stairs serving the first floor. Orchard House consists of 7 centrally heated Flatlets and 8 centrally heated one-bedroom flats for permanent tenants. There are also an additional 14 individual flatlets for older people who require temporary rehabilitative intermediate care, which provides them

with care and support from care staff 24 hours a day. Orchard House has a large communal lounge complete with its own fully fitted kitchen.

There is a small patio area at the front of the scheme and Orchard House is set in an attractive open plan setting, there is a small attractive garden at the rear of the building.

Other facilities available to tenants and residents include: a laundry room, assisted bath/shower room and a guest room, which can be booked for overnight guests.

Orchard House is situated within the historical town of Wolverton, which is famously known for its links to the railway and the royal carriages that were built there.

Wolverton has a good community spirit and offers a large variety of shops, a market and drop-in centre, all of which are within a short walk of Orchard House. It also has access to a mainline railway station offering easy access to the surrounding areas. Wolverton is also well served by regular bus routes to the surrounding areas, such as Central Milton Keynes, Stony Stratford, and Newport Pagnell.

Permayne



Permayne
New Bradwell
Milton Keynes
MK13 0DH
Tel. 01908 314783

Permayne consists of 26 centrally heated one bedroom terraced bungalows, all of which have their own small gardens.

Tenants have use of a communal lounge, which has a fully equipped kitchen, a laundry room and

friends and family guest flat. In addition and for the convenience of tenants a Doctor's surgery is held on site two mornings a week.

Permayne is located within the popular residential area of New Bradwell situated adjacent to Wolverton, a busy historical town. New Bradwell is an older, well-established area and has a small shopping centre just adjacent to the scheme.

The Grand Union Canal meanders gracefully behind the scheme, and offers tenants who are more mobile some very pleasant walks. Permayne is well served by local transport links and has regular bus services to Wolverton, Stony Stratford and Central Milton Keynes.

Petworth House



Petworth
Great Holm
Milton Keynes
MK8 9ED
Tel. 01908 569961

Petworth House consists of 31 centrally heated one-bedroom flats and 3 centrally heated two bedroom flats, all of which are housed within a purpose built two-storey building with stairs and a lift serving the first floor. Some ground floor flats have their own individual small private garden.

Petworth boasts an inviting communal lounge complete with its own fully fitted kitchen, which is just adjacent to the lounge. From the lounge tenants can gain access to the schemes well tended secluded communal garden. In addition to the main lounge there are a further two communal areas, one of which is used by tenants to play pool/snooker. Another quiet reading area is located on the first floor, which has a feature conservatory style roof.

Other facilities available to tenants include: a laundry room, assisted bathroom and a friends and family guest room, which tenants may book for their overnight guests.

Directly opposite Petworth House is a Health Centre and a bus stop for transport links to the surrounding areas. For tenants that are more active there is a large lake and linear park within easy walking distance from the scheme. Petworth House is located within the popular residential area of Great Holm, which is situated to the south west of Central Milton Keynes.

Pritchard Court



High Street
Great Linford
Milton Keynes
MK14 5BJ
Tel. 01908 605120

Pritchard Court consists of 30 centrally heated one-bedroom flats within a purpose built two-storey building. There are stairs and a lift serving the first floor. Ground floor flats have their own small private garden. There is also a small allotment area just adjacent to the scheme.

Pritchard Court has an inviting communal lounge complete with its own fully equipped kitchen. The lounge is used for a variety of scheme events and activities. From the lounge tenants can also access the schemes large well-tended communal garden. In addition to the lounge there is a small quiet sitting area on the first floor.

Other facilities available to tenants include: a laundry room, and guest room, which tenants may book for their overnight guests. There is also a monthly visit to the scheme from the mobile library service.

The local shops and bus stop is approximately 10-15 minutes walk away. The Grand Union Canal meanders gracefully close by the scheme and offers tenants who are more mobile some very pleasant walks.

Pritchard Court is located within the village centre of Great Linford, just north of Central Milton Keynes.

Putman House



Silicon Court
Shenley Lodge
Milton Keynes
MK5 7AQ
Tel. 01908 667693

Putman House consists of 36 centrally heated one-bedroom flats within a purpose built two-storey building. There are stairs and a lift serving access to the first floor.

Putman House boasts an inviting communal lounge complete with its own fully equipped

kitchen. The lounge is used for a variety of scheme events and activities.

There is also a well-tended open planned communal courtyard garden, complete with a seating area.

Other facilities available to tenants include: a laundry room, assisted bathroom and a friends and family guest room, which tenants may book for their overnight guests.

There is a local convenience store close by, with a larger shopping centre and Health Centre a short bus ride away.

Tenants who are more mobile may also like to take advantage of some very pleasant walks within the surrounding area. Putman House is located within the popular residential area of Shenley Lodge, just south west of Central Milton Keynes.

Putman House is well served by local transport links to Bletchley, Central Milton Keynes and beyond.

Radcote Lodge



High Street
Two Mile Ash
Milton Keynes
MK8 8BP
Tel. 01908 561463

Radcote Lodge consists of 22 centrally heated one-bedroom and 8 centrally heated two bedroom flats within a purpose built two-storey building. There are stairs and a lift serving access to the first floor.

The entrance area of Radcote Lodge is bright and attractive with a galleried landing that

contains a small seating area.

Amongst the many attributes of Radcote Lodge is a large inviting communal lounge complete with its own fully equipped kitchen. The lounge is used for a variety of scheme events and activities.

Other facilities available to tenants include: a laundry room, assisted bathroom, hairdressing room, and a friends and family guest room, which tenants may book for their overnight guests.

There is a local mini market and takeaway restaurant just opposite the scheme, with a local Health Centre located on the neighbouring estate of Great Holm.

Radcote Lodge is located centrally within the popular residential area of Two Mile Ash, just west of Central Milton Keynes and is well served by local transport links to the surrounding areas and beyond.

Shelton Court



High Street
Woburn Sands
Milton Keynes
MK17 8RJ
Tel. 01908 583613

Shelton Court consists of 14 centrally heated one-bedroom flats and 14 centrally heated flatlets all of which are within a purpose built split-level building with properties provided over three levels. There are stairs and a lift giving access to all levels.

Shelton Court boasts a large inviting communal lounge complete with its own fully equipped kitchen. The lounge is used for a variety of scheme events and activities. Other facilities available to tenants include: a laundry room, assisted bathroom and a guest room, which tenants may book for their overnight guests.

Shelton Court is set just back from the main High Street of Woburn Sands. Tenants will find a range of local amenities in the High Street including, individual boutiques, supermarket, restaurants, Library and local Health Centre all of which are within easy walking distance. The area is well served by transport links to the Kingston area, Bletchley, Central Milton Keynes and beyond.

Shelton Court is located within the very popular village of Woburn Sands, which is situated six miles southeast of Central Milton Keynes.

Sovereign Lodge



Sovereign Drive
Pennyland
Milton Keynes
MK15 8AJ
Tel. 01908 663701

Sovereign Lodge consists of 30 centrally heated one-bedroom flats within a purpose built two-storey building. There are stairs and a lift providing easy access to the first floor. Some ground floor flats have their own small gardens.

Amongst the many attributes at Sovereign Lodge is an attractive communal lounge

complete with its own fully equipped kitchen.

The lounge is used for a variety of scheme events and activities. There is also the addition of a beautifully presented conservatory, which leads onto a large communal garden. Other facilities available to tenants include: a laundry room, assisted bathroom and a guest room, which tenants may book for their overnight guests.

Sovereign Lodge is ideally situated with a local Health Centre located just adjacent to the scheme. There is also a good local shopping centre just a short walk away and includes the facilities of a Chemist, Public House, Takeaway restaurant, supermarket and a further Health Centre.

The area is well served by local transport links to the surrounding areas and the local bus stop is located approximately 2 minutes walk away from the scheme. Sovereign Lodge is located within the popular residential area of Pennylands.

Springfield Court



Ravensbourne Place
Springfield
Milton Keynes
MK6 3JJ
Tel. 01908 678411

Springfield Court consists of 26 centrally heated one-bedroom terraced bungalows, all of which have a small private garden.

The scheme has a light and airy feel to it and benefits from some glazed roof areas and large indoor flowerbeds, which form an eye-catching feature to some of the corridors.

Amongst the many attributes at Springfield Court

is a large attractive communal lounge complete with its own fully equipped kitchen. The lounge is used for a variety of scheme activities and events and leads out on a large well-presented communal patio area.

Other facilities available to tenants include: a laundry room, assisted shower room and a guest room, which tenants may book for their overnight guests.

Tenants will find a local mini-market close by with a larger selection of supermarkets and shops at Central Milton Keynes, which is approximately a 10-minute walk away. The local Health Centre and General Hospital are just a short bus ride away.

Tenants who are more mobile may also wish to take advantage of some very pleasant local walks, which are within easy access of the scheme including Campbell Park and the Grand Union Canal. Springfield Court is located within the popular residential area of Springfield, which is just adjacent to Central Milton Keynes. Springfield is well served by local transport links to Central Milton Keynes, Wolverton, Bletchley and beyond.

Sudgrove House



Cornbury Crescent
Downhead Park
Milton Keynes
MK15 9BS
Tel. 01908 678726

Sudgrove House consists of 24 centrally heated one-bedroom flats and 6 centrally heated two bedroom flats, all of which are housed within a purpose built two-storey building. The first floor is accessed via either stairs or a lift. Some of the ground floor

properties have a small garden area. Amongst the many attributes at Sudgrove House is an attractive communal lounge complete with its own fully equipped kitchen. The lounge is used for a variety of scheme activities and events and leads out on to a large well-tended communal courtyard garden and patio area.

Other facilities available to tenants include: a laundry room, assisted bathroom and two guest rooms, which tenants may book for their overnight guests.

On the adjacent estate of Neath Hill there is a good local shopping centre including the facilities of a Chemist, Public House, Takeaway restaurant, supermarket and Doctors Surgery. A bus stop is located close by to the scheme and provides tenants with good transport links to the surrounding areas and beyond.

Sudgrove House is situated within the popular residential area of Downhead Park, which is just north east of Central Milton Keynes.

Sheltered Housing Service Standards

Our Commitment to our Tenants

- To provide a 24 hour emergency response service, 365 days a year via the Community

Alarm Service

- To provide Tenants with a weekday morning visit from our Sheltered Housing Officer.
- To consult with Tenants on any proposed major changes to the service.
- To provide a safe, friendly environment in which Tenants live.
- To work in partnership with other agencies who provide services to older people.

Customer Care Service Standards for the Housing Service

- We will treat Tenants in a friendly, courteous and helpful manner.
- Tenants will be treated as an individual and any personal information will be treated confidentially.
- We will answer all telephone calls within 5 rings.
- If a Tenant writes to us we will reply within 10 working days.
- If a detailed investigation is needed this may take a longer time but we will keep you informed of progress every 10 working days.
- We will offer Tenants an appointment either at their home, at their nearest council office, or at another convenient location by agreement.
- Tenants will be offered confidential interview facilities when they visit any of our offices.
- If Tenants have specific language, sight or hearing difficulties, we will make sure they are able to access the housing service.

Putting things right

- We always try to provide the best service that we can. However, if you are not satisfied with the service, please contact the staff concerned. If you are still not satisfied, we encourage you to complete a complaints form. These are available at any of the area housing offices, Saxon Court, or the Civic Offices.

Milton Keynes Council

Community Wellbeing

Sheltered Housing

4 Woodhouse Court

Soskin Drive

Stantonbury Fields

Milton Keynes

MK14 6GB

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