

Welcome to

Harold Street

Independent Living Scheme



Harold Street
Dover
CT16 1SB

TEL: 01304 201419 (Sunny Corner office)



Independent Living - Is it for you?

The purpose of Independent Living Housing is to enable you to continue living as independently as possible while providing you with housing related support. When you live in an Independent Living scheme, you still maintain the same responsibilities and independence that you have always enjoyed. Accommodation is available for ages 60+.

Each scheme has an Independent Living Manager whose aim is to support you without intruding, maintaining both freedom and privacy. It is important to understand that we do not provide a personal care service.

What we can help you with:

- Tenancy related queries including looking into your rent account, helping tenants to register on Kent Home Choice and referring to other agencies for housing assessment such as extra care housing.
- Referrals to social services for adaptations, equipment, or care packages.
- Referrals for money and benefit advice.
- Safeguarding vulnerable tenants.
- Setting up lifeline unit accounts.
- Undertaking scheme health and safety inspections.
- Reporting complex communal repairs inside and outside of scheme.
- Weekly welfare checks for vulnerable tenants
- Tenant viewing and sign-ups for new properties
- Liaising with contractors
- Covering out of hours emergencies and covering additional schemes when required.
- Regular updates of tenant information
- Managing Guest room bookings and invoicing

What we cannot help with:

- We are not qualified medical professionals so we cannot provide any medical or personal care. If you feel like you need some help with your everyday care needs, please speak to us as we can complete a referral to Social Services to see if they can support you with a care package.
- We cannot witness any legal documents such as wills.
- We cannot let contractors into your flat in your absence.
- We cannot take in prescriptions for you.
- We cannot handle your cash or bank cards.

Please note: The Independent Living Manager may manage other schemes so will not always be on-site.

Scheme Information

Harold street consists of two blocks of flats one block of 8 & one block of 4. There are no internal communal areas. They are located next to the new Bomford house flats in Harold Street & are close to Dover Town Centre

These flats are managed by the Independent Living Manager based at Sunny Corner.

Bin Area

The bin areas are located outside each block of two flats. There are bins for household waste and recycling.

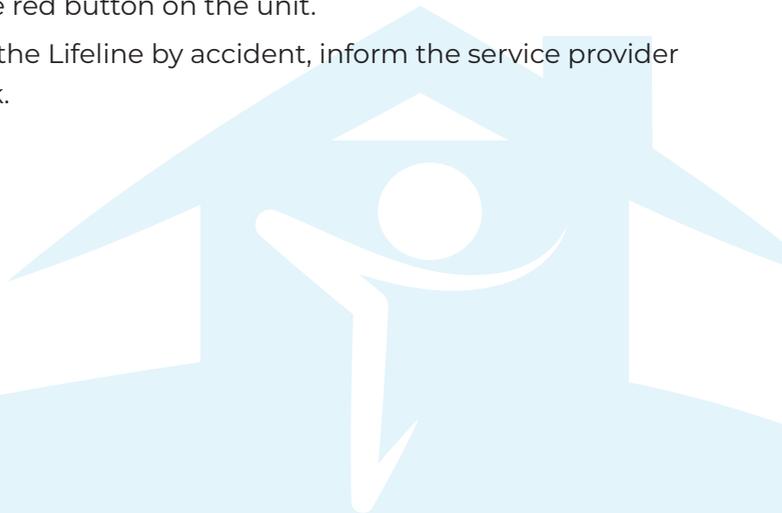
Bin Collection Day

The recycling and household waste bins are collected on alternate weeks on a Thursday. The food waste is collected weekly.

Lifeline Dispersed Units with Pendants

In your property you may have a choice to have dispersed unit that connects to a Lifeline service provider and is managed 24 hours a day. You can contact the service provider by pressing your pendant or the red button on the unit.

If you activate the Lifeline by accident, inform the service provider that you are ok.



Local Information

- Post Office
- Newsagents
- Supermarket
- Library
- Church
- Launderette
- Pharmacy
- Hairdressers
- St James shopping Centre

Nearest GP Surgery: St James Surgery,
2 Harold Street,
Dover
CT16 1SF
01304 225 559

Police: Dial 999 for emergencies and 101 for non-emergencies

Urgent Treatment Centre: Buckland Hospital,
Coombe Valley Road,
Dover,
Kent, CT17 0HD (8am to 8pm)

Bus Services

The local bus stop is a comfortable five minutes' walk to the main Dover Bus station on Pencester Road.

Train Station

The closest train station to Harold Street is Dover Priory station which is 0.9 miles away.

If you have any questions, you can make an appointment with your Independent Living Manager who will be happy to help.

