

What to Expect From Sheltered Housing

Not every ACHA tenant is the same, and we understand that everyone has different needs. Our sheltered housing provides an environment where tenants have access to a variety of services and a supportive community.



Personal Alarm

All of our tenants have an alarm system installed in their home. This is connected to our emergency call handling service, available 24/7 to respond to emergencies.



Personal Independence

Our accommodation is a safe, communal environment that provides a secure entry system to all tenants, as well as communal areas (including laundry), and guest rooms that visitors can book to stay.



Community Support Assistance

We have staff on site every day who can work with you to help create a personal support plan to assist you in living independently. Staff can also liaise with family and agencies.



Community

Benefit from living in a community with like-minded people. Activities are often arranged for tenants to socialise in communal lounges or a short distance from the complex.

Service Charges may apply. Contact us and find out more on our website by scanning the QR code:



What Not to Expect From Sheltered Housing



Whilst we do our best to support all of our tenants, there are some limitation to what we can offer. This includes:



Personal Care

We do not provide personal care, make meals or collect shopping or prescriptions for tenants. We can however sign post you to other agencies who can help with this.



Medical Care

The Community Support Assistants are not trained for lifting or moving tenants, administering medications or providing medical care.



Door Entry

All properties are fitted with a key safe outside their doors. The Community Support Assistant is not able to provide a door entry service.



Personal Finances

The Community Support Assistant cannot assist tenants with their personal finances. However, they can direct you to ACHA's Welfare Rights Service who can provide a free benefit check.

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