1. **What is Extra Care?**

Extra care housing can be a home for life for those with care and support needs, a progressive health condition or an ageing carer. Extra Care enables independent living and an enjoyable life, with the added security of onsite emergency care and support in a community environment.

It is not just for older people but for adults with sensory impairments, learning and physical disabilities, mental health needs and dementia and can cater for a wide range of needs.

It provides one and two bedroom self-contained apartments with onsite tenancy support and emergency care available twenty four hours per day, seven days per week alongside assessed packages of care as required.

Unlike residential care homes, it provides people with their own individual home, designed and adapted to meet their care and support needs, whilst maintaining links with the local community.

2. **Where will the new services be?**

There will be three new services across Hull;

- Harrison Park
  Hall Road, Orchard Park (North Hull)
- Cecil Gardens
  Hawthorn Avenue (West Hull)
- Redwood Glades
  Leads Road (East Hull)

3. **How many apartments will there be?**

There will be a total of **316** apartments across the three sites. The number of apartments available per site is shown below;

<table>
<thead>
<tr>
<th></th>
<th>No. of 1 bedroom apartments available</th>
<th>No. of 2 bedroom apartments available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrison Park, Hall Road</td>
<td>5</td>
<td>60</td>
</tr>
<tr>
<td>Cecil Gardens, Hawthorn Avenue</td>
<td>6</td>
<td>89</td>
</tr>
<tr>
<td>Redwood Glades, Leads Road</td>
<td>96</td>
<td>60</td>
</tr>
</tbody>
</table>
4. Who can live in Hull Extra Care housing?

To be considered for Hull Extra Care housing you must either have;
- been identified as having a care need that is being met by Hull Adult Social Care
- A care need which is currently being met by an aging family member
- A progressive health condition

And be
- At least 18 years of age (including anyone that is to live with you)
- On Hull City Council’s housing waiting list (Homeseach) this can be done as part of your Extra Care Application

And
- meet the local connection criteria for extra care housing (i.e. have lived in Hull 6 out of the last 12 months or 3 out of the last 5 years).

Your care/support package in Extra Care will be delivered by Hales Group, who already provide care in people’s homes in Hull.

The local connection criteria is;

- have lived within the hull boundary for at least 6 out of the last 12 months or 3 years out of the last 5 years (armed forces personnel will not be disadvantaged due to time spent serving out of hull when assessing local connection. the assessment will be made on their residency before and after they were in the armed forces)*; OR
- would have met the criteria outlined in (a) above but for a period that they were residing in a care placement outside of the Hull boundary, they were placed in that care placement by Hull City Council and Hull City Council funds that placement; OR
- have permanent employment within the Hull boundary; OR
- were provided within accommodation within the Hull boundary under Section 95 of the Immigration and Asylum Act 1999 prior to being given refugee status. This does not apply where they have had accommodation under Section 95 with another Authority after the accommodation in Hull or the accommodation was in an accommodation centre.

*Time spent in Hull Prison or hospital does not count towards meeting the local connection requirements for Extra Care Housing purposes

5. What if I don’t meet the criteria for Extra Care?

Priority for the initial lettings will go to people who do have a formal assessed care need which is met by Hull Adult Social Care and who ordinarily reside in Hull.

Should you have any care, support and housing queries you can contact Hull City Council on 01482 300300 for further information.
6. **Can my partner / carer move in with me?**
   Yes, subject to availability and the relevant assessment there are both 1 and 2 bedroomed apartments available. Please note that we cannot accept applications from families with children under the age of 18 residing with them.

7. **When will the new buildings open?**
   - Harrison Park, Hall Road due to open in February 2017
   - Cecil Gardens, Hawthorn Avenue due to open in April 2017
   - Redwood Glades, Leads Road due to open in July 2017

8. **Are the apartments for sale or to rent?**
   Hull Extra Care apartments will be available for rent from Riverside Housing.

9. **How much will the rent be?**
   You may qualify for Housing Benefit depending on your circumstances, which would cover some of these costs, excluding the personal charge.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Basic Rent</th>
<th>HB eligible Service Charge</th>
<th>HB eligible Night Provision</th>
<th>Personal Charge</th>
<th>Total Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall Road 1 bed</td>
<td>£85.65</td>
<td>£38.47</td>
<td>£20.80</td>
<td>£4.68</td>
<td>£149.60</td>
</tr>
<tr>
<td>Hall Road 2 bed</td>
<td>£97.33</td>
<td>£38.47</td>
<td>£20.80</td>
<td>£4.68</td>
<td>£161.28</td>
</tr>
<tr>
<td>Hawthorn Ave 1 bed</td>
<td>£87.16</td>
<td>£38.47</td>
<td>£20.80</td>
<td>£4.68</td>
<td>£151.11</td>
</tr>
<tr>
<td>Hawthorn Ave 2 bed</td>
<td>£99.15</td>
<td>£38.47</td>
<td>£20.80</td>
<td>£4.68</td>
<td>£163.10</td>
</tr>
<tr>
<td>Leads Road 1 bed</td>
<td>£87.16</td>
<td>£38.47</td>
<td>£20.80</td>
<td>£4.68</td>
<td>£151.11</td>
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<td>£4.68</td>
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</tr>
</tbody>
</table>

10. **Can I bring my pet to live with me?**
    Riverside is supportive of its residents to keep pets providing they do so responsibly and have an appointed representative to take care of the animal should you be unable to do so (i.e. being taken ill or admitted to hospital), however, we **will not** give permission to keep **more than one** dog, cat or small domestic animal in an apartment.
    *Please note that pets (other than assistance dogs) are not permitted within the communal areas internally or externally.*
Hull Extra Care FAQ

11. What facilities will there be in the building?
There will be a number of facilities on site for use by both residents and the local community including;

- Restaurant/Cafe
- Communal lounges
- Hair and Beauty salon
- Wellbeing Suite
- Communal gardens

12. Will the apartments be suitable for me?
Each home consists of a living/dining room, fully fitted kitchen, wet-room and one or two bedrooms, which are adaptable depending on people’s needs including;

- extra wide doors for easy wheelchair access
- adaptations such as grab rails, shower seats etc.
- wheelchair friendly kitchens
- hoists can be easily fitted as required
- telecare, such as personal alarms and fall detectors are available as needed

Riverside will be providing a cooker, fridge, freezer, washing/drying machine, carpets and curtains through all apartments.

13. Can I have Sky TV in my apartment?
Yes, apartments will be Sky TV ready from a communal dish and you will pay your own subscription as you would in your own home.

14. Is there a sprinkler system in the apartments?
Yes, all apartments are fitted with a sprinkler system.

15. Can I raise separate emergency calls to the care team and the housing provider?
All emergency calls raised will go through to the onsite care team in the first instance. If you require assistance from the housing team the care team can transfer your call to the Front of House staff.

16. How long will it take for emergency calls to be answered?
The onsite care team will be responsible for answering emergency calls, but typically a call response will be received within a number of seconds rather than minutes.

17. How much will my council tax be?
We anticipate that these facilities will be rated as council tax banding A, which is £980.31 annually.
18. Will there be car parking available?
Harrison Park, Hall Road will have 34 general car parking spaces; plus 9 disabled only bays and 5 motor cycle spaces. Additionally there are two drop off spaces sized for an ambulance or mini bus.
Redwood Glades, Leads Road will have 68 general car parking spaces; plus 18 disabled only bays and 5 motor cycle spaces. Additionally there are two drop off spaces sized for an ambulance or mini bus.
Cecil Gardens, Hawthorn Avenue will have 46 general car parking spaces; plus 12 disabled only bays and 5 motor cycle spaces. Additionally there are two drop off spaces sized for an ambulance or mini bus.

19. How will the resident areas be secured from the communal/community facilities/areas?
Communal areas such as resident lounges and community areas such as the restaurant and hairdressing salon will be located centrally at the front of the building on the ground floor. Resident apartments are located on corridors whereby there is progressive security to gain access i.e. residents will have a security fob which allows them access to these corridors. General members of the public who are not visiting family/friends in their apartments will not be permitted access to these areas. Residents and their families/friends will also be able to gain access to the communal gardens using their security fob. General members of the public who are not visiting family/friends will not be permitted access to these areas.

20. Will I have a key or a fob for my apartment front door?
The entry system for apartment front doors is also via fob access. Apartment front doors will automatically lock behind you, so you do not need to worry that you have forgotten to lock your door when leaving. The door will open from the inside without having to use your fob.

21. Can I smoke in my apartment?
Yes, smoking tobacco is permitted in your apartment, as this is your home. However we would need to carry out a risk assessment and liaise with fire services where appropriate.

22. Can I have a bath in my apartment instead of a walk in shower?
Baths can be fitted in your wet room if you are assessed by an Occupational Therapist as having a requirement/need for a bath rather than a walk in shower.

23. Can I decorate my apartment and install wall fixed fitted furniture?
Riverside ask that apartments are not decorated and fitted furniture not installed within the first 12 months of your tenancy. Following this you are able to do so, however people need to consider turning circles (where appropriate) when fitting fixed furniture to the walls.
24. Can I replace the carpets provided with laminate flooring?
   As the apartments are fitted with under floor heating installing laminate flooring would pose a fire risk, and could damage the flooring, so we ask that the carpets remain fitted.

25. How many TV aerial points are there within an apartment?
   TV aerial points are installed in the living room and the main bedroom. In a 2 bedroom apartment there is no aerial point provided in the second bedroom.

26. Are shower seats provided in the wet room?
   We provide shower seats in the wheelchair adapted apartments as standard. If you are not a wheelchair user but require a shower seat we can arrange this as an adaptation for you.