

Sheltered housing.

The standard you can expect from us.

We manage four sheltered housing and extra-care housing schemes – Bournville House in Lightmoor, Christopher Taylor Court in Kings Norton, Rowheath House in Bournville and Rosefields in Northfield. We make sure accommodation is maintained to a good standard and that it promotes independence.



Standard of homes

- Advertise the majority of our homes on a choice based lettings system, which you can use to bid for homes you are eligible for.
- Make a percentage of homes available to our local authority partners for people that they refer to us.
- Provide you with accommodation that is maintained to a good standard.
- Provide a responsive repairs service.
- Promote independent living within a purpose built complex, with support that enables you to do this.
- Dedicated staff for each scheme, responsible for the day to day management and ensuring the building is maintained to a high standard.
- Communal social areas and a wide range of activities, for those that wish to use them.



Support and care

- A care call system enabling tenants to access support in the event of an emergency, 24 hours a day.
- Bournville House provides all of the services detailed above, but also has care staff on site to support those who require a higher level of support.
- Support from BVT housing officers, who deal with all tenancy related matters.
- Respect your privacy and treat you as an individual.

- Offer you the opportunity to visit us and view the building. You may wish to take part in a social event, so you can meet other people who live there and find out what they think about sheltered housing. You can bring your family members too.
- Signpost you to other local sheltered housing providers if we are not able to help you.



How will we make sure we are doing what we say?

- Dedicated staff team to ensure standards are maintained and enable you easy access to staff when needed.
- Have our own repairs team, so we can most effectively manage the service delivered to you.
- Make it easy for tenants to raise any concerns they may have, either with the scheme staff or with our Customer Services team.



How will we share how we are doing with you?

- Listen to your feedback to ensure our service is responsive and meets your needs.
- Monitor and share the performance of our Repairs team and aim to resolve repairs at the first visit, whenever possible.
- Offer a range of ways in which you can get involved and let us know your views.