



NORTH STAR

Creating homes, building futures

Aspen Gardens

Extra Care
Accommodation

**Supporting
people
to get to
where they
want to be.**



www.northstarhg.co.uk

Aspen Gardens Extra Care Housing

Our sheltered housing and extra care facilities are maintained and presented to a high standard.

Properties

In Aspen Gardens there are 50 properties in total, including 30 apartments and 20 bungalows. All are two bedroomed with open plan kitchens, lounges, and a wet room.

A cooker and fridge-freezer will be supplied, but all other furniture is the tenant's responsibility.

The properties have plumbing available for a washine machine, but we do also have a laundry room with access to washing machines and tumble driers.

Facilities:

- Pull cords and pendants
- Maintenance contract
- Walk in shower
- Communal lounge and bistro
- Guest room
- Laundry
- Two assisted jaquzzi baths in the main building



The bistro is open from 8am-6pm everyday. Included in the tenancy is a meal at lunch or tea time.

Alarms are fitted in your home to help keep you safe, and in the event of an emergency, once pressed, these alarms will connect through to staff on site. The alarm is there to reassure you that if you ever feel unwell, or encounter any slips, trips or falls, we have care staff on hand to help 24/7.

There is a care agency based onsite providing support that is tailored to meet individual needs.

Tenant Involvement

Tenant meetings are held six weekly, giving tenants the opportunity to discuss any upcoming events, concerns and updates on the scheme.

Regular social activities organised by tenants include bits and bobs, exercise classes, coffee mornings, bingo and regular entertainment.

We also have a hairdressers and beauty salon open to the public, and tenants will receive a discounted service.

Financial

Rent, service and support charges apply to the properties. Some elements are eligible for Housing Benefit, although there are ineligible charges. (Full service charge breakdown is available).

Service charge is slightly higher in an apartment as gas is included.

The service charge covers the following items:

- Support worker and home call service
- Communal laundry
- Handyperson service
- Gardeners
- Window cleaner
- Water

We have a concessionary TV licence for those under 75, the charge is £7.50 for a year's TV licence.

All other bills apply and care charges are extra. Please contact us for up-to-date information on rents.

We can also advise you whether you might be eligible for help with rent from Housing Benefits.



Support

As this is supported housing you are entering into an agreement with North Star.

Support staff will visit to carry out monthly checks and risk assessments.

There will be six monthly reviews along with health and safety checks, and each room within the properties are part of this agreement.

Tenants will also have access to 24 hours repairs and maintenance service.

Local amenities

Aspen Gardens is located off Whessoe Road, Hardwick within easy reach of North Tees Hospital, bus routes, local shops, post office and GP practice.

**For further information
please call: 03000 11 00 11**

Email: customer.services@nortstarhg.co.uk

**Visit our website: [http://
www.northstarhg.co.uk/](http://www.northstarhg.co.uk/)**

Aspen Gardens Hardwick Stockton

