

# Gilbert House

## Frequently Asked Questions



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### What are the criteria for moving to Gilbert House?

All applicants must meet the minimum age criteria of 55 years. Exceptional circumstances will be considered for people who are below the minimum age.

Applicants will normally require assistance with their daily living tasks and/or personal care or be quite independent but would benefit from a safer and more supportive environment. Applicants must have Hucknall as their normal place of residence or have a close family connection to Hucknall.

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### Are all the properties for rent and how much is the rent?

All properties are affordable rent. There are 73 apartments within the scheme. 66 apartments are one-bedroom and 7 apartments are two-bedroom.

The weekly rent for 1 bed property is £227 per week.

The weekly rent for 2 bed property is £267 per week.

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### Is there an extra charge for a 2-bed property?

Yes, the rent for a 2-bedroom property is £267 per week.

If you have a partner, they will be able to move with you even if they do not have any care needs.

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### Is there a service charge and if so, what does it include?

Yes, there is a service charge of £85 per week. A full breakdown can be provided but it includes services such as communal heating, cleaning and window cleaning plus security / CCTV, ground maintenance and first safety systems.

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### Is there a cost for 24/7 emergency care?

There will be a background care cost / peace of mind charge of £49, and this will be provided by the care team.

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### I might need extra care and support – can you help with that?

Radis, a local care provider will be available to support you with any additional care or support needs you have on an individual basis. You can speak to them about your requirements, and they will advise you of any additional costs associated with this support.

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### What is included in the apartment?

All apartments have their own front door and a Juliet balcony.

There is a fully fitted kitchen with an oven and hob and white goods (washing machine and fridge/freezer) are also included.

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### Is there storage available?

There is a storage cupboard within your property to store your personal items. There are no storage facilities within the scheme to store additional personal items.

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### Can I bring a pet?

There is a pet policy for the scheme and one small pet is permitted. Please seek further advice / confirmation in relation to your pet during the referral process.

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### Is there parking available?

Yes, there are 19 spaces (of which 2 are disabled) available for apartment residents and visitors. Spaces are not available to be reserved.

*Please note all costs are subject to final approval from Housing Benefit.*

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### Is there an electric charging point for my car?

Yes, there are 2 electric charging points available on a first come first served basis.

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### How accessible is Gilbert House?

Gilbert House has been purpose built to support people with different needs to live as independently as possible. There are 2 lifts at Gilbert House.

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### What additional facilities are available?

- Selection of social spaces to meet friends and join in activities
- The Bistro, an on-site café, is open to residents and the wider public
- Mobility storage and charging point
- On-site care
- On-site housing management
- On-site communal laundry

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### Can I make improvements to my property?

We encourage you to make your apartment feel as much like home as you can. You are allowed to decorate your property i.e. with wallpaper / paint. However, you must seek permission prior to completing any works so the Housing Manager can review and confirm any alterations are acceptable to the Landlord.

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### How does the communal laundry work?

There is a communal laundry on-site which is for use by care staff supporting residents in their apartments. All residents will have a washing machine in their property for individual use.

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### Can I have guests to stay over?

This is your home, and we welcome visitors and guests. There is a guest policy available on request.

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### Can I view an apartment before I decide to move in?

There is a show apartment that is available. A member of staff will contact you directly to make an appointment to view. There will be copy plans available to support with information about room sizes.

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### Once I have moved in who do I contact if I have a question about my property?

When you move in you will be introduced to the Housing Manager who will be the first point of contact for any questions or support needed in relation to your apartment or additional care needs.