

Frequently Asked Questions

Q. I am having difficulty in completing the application form, where can I get help?

A. If you are experiencing difficulty in completing the form, please feel free to contact the Scheme Manager who will be pleased to help. (Tel: 01234 344566)

Q. We are applying as a couple, must we both meet the criteria for applicants?

A. No, as long as one of you meet the qualifying criteria we can accept your application, however, you should normally both be either of retirement age or disabled (or both), for us to be able to offer you accommodation.

Q. We are interested in the almshouses, but do not wish to move immediately, can we still apply now?

A. Yes, you can apply now as long as you are hoping to move within two years of making your application. However should your needs change in the future it is important that you inform us.

Q. How do you decide who is in the greatest need?

A. We assess needs by considering the information that you give us on the application form as well as during the home visit. We use a 'points' system, which will be explained during the home visit.

Q. What happens during the home visit?

A. The home visit is very informal, an opportunity for you to ask questions as well as for us to assess your needs. The scheme manager will also advise you of other options that you may have in seeking appropriate accommodation, and provide you with information about other organisations that may be able to help you whilst you are waiting to move. Advice will also be available regarding financial assistance that may be available.

Q. I live with my son / daughter, can they move into the almshouses too?

A. Unfortunately, the accommodation is not appropriate for people under retirement age, however, if your son / daughter is above retirement age, we can consider a joint application.

Q. I have heard that people who own a property will not be considered for almshouse accommodation, is this true?

A. No, this is not true! We accept applications from home owners as well as people who do not own a property. However, if your property is of high value, (or if you have a high level of capital / savings), you may not be assessed as being in priority need. This is because you would be able to purchase appropriate retirement accommodation. We may be able to advise you further about this during the home visit.

Q. I need help with personal care, will I be considered too frail for almshouse accommodation?

A. Just as you are able to receive care in your own accommodation, care can be provided within the almshouses. Almshouse staff are unable to provide personal care, but may be able to assist you in requesting this help from other organisations.

Q. What would happen if my circumstances change after I make an application and I become in need of a greater level of care?

A. It is important that you inform us of any major change of circumstances, as this may affect your level of priority. In the unlikely event that your care needs are so great that we are unable to consider you for almshouse accommodation, we may be able to nominate you to one of our partnership schemes able to offer a high level of care; Dame Alice Court or Sir William Harpur House.