



Castlestead View

by Housing 21

Burton Road, Oxenholme, Kendal, LA9 7FY

New apartments for rent and shared ownership, and bungalows for outright purchase

Your home, your way

Housing 21
Extra Care Living



Contents

Welcome to Castlestead View	4
Is this for me?	6
About your new home	7
Your home, your way	8
Other charges and considerations	9
What our residents say about living in Extra Care	10
Site plan	12
Next steps	14
About us	15

*The qualifying age is 65 plus, however residents can qualify between the ages of 55 and 64 if they have a care and support need.

Welcome to Castlestead View

Welcome to Castlestead View, an Extra Care scheme by Housing 21, a leading not for profit provider of Retirement Living and Extra Care properties, with over 55 years' experience.

Set in the charming Cumbrian village of Oxenholme, Castlestead View has 24 bungalows available for outright purchase, 20 one-bedroom apartments and 60 two-bedroom apartments available for shared ownership and social rent.

As well as enjoying the privacy of your own stylish home, you will also have the choice to enjoy facilities including an on-site café/ bistro, communal lounge, activity room, hair salon and landscaped gardens.

The town of Kendal, with its range of supermarkets, restaurants, cafés and other amenities, is just over three miles away. This can be reached via a bus stop which sits directly outside the scheme. If you want to venture further afield between London and Scotland, the Oxenholme Lake District Train Station is a mile away.



About the scheme

Castlestead View is an Extra Care scheme, this is different to a care home. Living in an Extra Care scheme means you will live independently in your new home, exactly as you do now, but with the peace of mind that having help on hand brings.

You have your own front door and letterbox; can have friends and family to visit (without asking permission) and can bring pets along with you. If your visitors would like to stay for more than a day they can either stay with you or our guest suite is available for a nominal fee.

At Castlestead View you have an on-site Care Team available 24/7, a Housing Manager and access to communal facilities – if you want to use them.

Is this for me?

Extra Care is for anyone over the age of 65. You don't have to currently have a care need; you may just be looking to downsize into more suitable accommodation or thinking about your future. If you are aged between 55 and 64 and have a care need you may also be eligible. Some of the most common reasons people choose to live with us are:

- wanting to be nearer to family
- the reassurance of Care Workers being on site 24/7 to help in an emergency
- feeling isolated or lonely in their current home
- they want to feel safer in a more secure environment

Alternatively, you may be living as a couple where only one of you requires care. Unlike care homes, where you may need to live separately, Extra Care enables you to continue living together with support from Care Workers, ensuring you can concentrate on enjoying your time together.



About your home

Whether you choose an apartment or bungalow, you can be assured all our homes have been built to high quality standards, designed to meet your needs both now and in the future. In addition to fully carpeted living areas, this includes:

- quality fitted kitchens with ceramic hob, extractor and integrated mid-height oven for ease of access
- specialist flooring in the kitchen and bathroom to reduce slip hazards
- gas central heating
- mixer taps and raised power points
- level access showers
- security optical door viewer
- level access front and back to bungalows

Our apartments and bungalows are all fitted with the Appello system as standard, which offers a 24-hour digital call system linked to the on-site Care Team.



Your home, your way

Whether it's buying, renting or shared ownership, we have a variety of options to suit you.

Renting an apartment

We have one- and two-bedroom apartments available to rent for those over the age of 55 with a care or support need. The Housing and Care Manager will be able to advise regarding further eligibility criteria. In most cases you need to be nominated by your local authority who will assess your eligibility. If you are a homeowner or have sufficient funds to purchase, you may not qualify to rent. Rents are Housing Benefit eligible.

Purchasing an apartment through shared ownership

We have two-bedroom apartments available for shared ownership. Shared ownership is where you own a share of the property and pay rent on the outstanding amount. You can purchase a share from 25 to 75 percent, but rent will apply to shares under 75 percent. There is no shared ownership rent to pay if you buy the maximum 75 percent share.

Purchasing a bungalow

Our 24 two-bedroom bungalows are available for outright sale. The bungalows are an integral part of the Extra Care community and residents are welcome to use the scheme's gardens, café/bistro, communal lounge and the hair salon. Other monthly charges apply.



Other charges and considerations

All of our properties must be occupied by the applicant and cannot be sublet or rented to others. In addition to any rental charges you may be subject to on your property, all of our properties may be subject to pay the following:

- **Core support charge:** this enables the care provider to have members of staff on site 24 hours a day to deliver a flexible service as and when required. It is not planned personal care.
- **Support charge:** this covers the cost of the Housing Manager and hardware costs for the emergency call system that are not covered by Housing Benefit.
- **Service charge:** this pays for maintaining shared spaces and estate management. Our service charge is eligible for Housing Benefit.

You will also be required to pay for your own utility bills (gas, electric, water), TV licence, Wi-Fi and council tax and we recommend taking out contents insurance.

What our residents say about living in Extra Care

We are proud of the quality of our schemes and the lifestyle options for our residents. But don't just take our word for it; here are the resident satisfaction figures from our 2021 Doing the Right Thing Report:

- 90 percent of residents are satisfied with Extra Care Living
- 91 percent of residents are satisfied with Retirement Living
- 88 percent of Extra Care residents feel their views are listened to
- 83 percent of Retirement Living residents feel their views are listened to

"There's the long dark hours of the night where you have some sort of health emergency. Those times are scary and I had no family or friends around me.

"Knowing I can push the buzzer and there's someone who can come sit with me, get the medication and call the ambulance if I need them to. That level of security and knowing that's always there and always with a smile makes life feel so much safer and allows you to get pleasure out of life again. It's beyond any price."

– Gillian, Extra Care resident



"I do like it here, where I live. The scheme makes me feel safe and it's much better than where I was before. I like to keep socially active with other residents in the communal areas on site."

– Erik, Extra Care resident



Site plan

All of the properties at Castlestead View are accessed via Castlestead Close off Burton Road.

Upon turning into Castlestead Close, you will pass the first bungalows on your left and right before approaching the main two-storey building on the left hand side. This is where you will find all of the apartments, café/ bistro, salon and shared spaces.





Next steps

If you are interested in living with us, please complete an application form. You can also visit the website to find out more information about the shared ownership and rental process to help you make a more informed decision.
www.housing21.org.uk

Alternatively, please contact our team to find out more:

For bungalow sales and shared ownership apartments:

Call Margaret on 07525 803 994
Email: info.castlesteadview@housing21.org.uk

For rental apartments:

Call Susan on 0370 192 4522
Email: Susan.Blalock@housing21.org.uk

For the latest news and information about Castlestead View please follow our Facebook page at www.facebook.com/CastlesteadView

About us

Housing 21 is a leading not for profit provider of Retirement Living and Extra Care for people over the age of 55. We operate in 240 local authority areas across England, managing over 23,300 Retirement Living and Extra Care properties and providing over 48,000 hours of social care each week.

Our roots lie with the Royal British Legion (RBL), which in 1921 began to house disabled ex-servicemen and widows and, later, older ex-servicemen and women. In 1964, we became a recognised housing association before separating from the Royal British Legion in 1992 to become Housing 21.
www.housing21.org.uk



We understand that moving can be a challenge and we are here to help. We have a range of assistance options to support your move. To arrange a viewing or find out more please contact our team:

For bungalow sales and shared ownership apartments:

Call Margaret on 07525 803 994

Email info.castlesteadview@housing21.org.uk

For rental apartments:

Call Susan on 0370 192 4522

Email Susan.Blaylock@housing21.org.uk

Or for general queries about living with Housing 21 please contact us:

0345 608 4021 | newhome@housing21.org.uk

Monday - Friday, 9am - 5pm. Calls charged at local rate.



Viewing by appointment only.

Find us at: Burton Road | Oxenholme | Kendal | LA9 7FY

Please note that photographs used are for illustration purposes only and show typical Housing 21 schemes.

This brochure can be provided in a different format, such as large print, Braille or another language.

Please contact: communications@housing21.org.uk



Castlestead View was developed in partnership with Cumbria County Council and Homes England.

Housing 21

Tricorn House | 51-53 Hagley Road | Birmingham B16 8TP

housing21.org.uk    

Regulated by the Social Housing Regulator Reg. No. L0055
Community Benefit Society FCA Reg. No. 16791R



UK HOUSING AWARDS 2022
Best older people's landlord