Housing Choices for People over 50

Vivienda y Servicios de Asistencia para personas mayores

Moradia e serviço de cuidados para idosos

الإسكان والرعاية للمسنين

বয়স্ক লোকজনের জন্য হাউজিং এবং সেবায়ত

為長者提供的房屋及護理服務
Every effort has been made to ensure that the information provided in this booklet is accurate at the time of writing.
Housing Choices for People over 50

This booklet is for tenants and residents in Westminster who are over 50 years of age and their relatives or carers.

You will find information on:

Support and Services
- Support in your own home
- Extra care, sheltered, supported and supported 50+ housing
- How to apply to the Council for housing
- Housing choices outside of London
- Choice Based Lettings and how it works

Profile of Housing Schemes in Westminster
- Profile of all extra care, sheltered, supported and 50+ housing schemes
- Quick guide

Contacts
- Contact list of voluntary organisations
- Useful addresses and telephone numbers

We hope this will be useful when considering the choices open to you.
Support in your own home

If you would like a little extra help, but don’t wish to move from your home, we have a number of schemes that will bring support to you. Some of these schemes are provided for all of Westminster’s older residents, others are only provided for specific groups such as council tenants or people who are on a low income.

Some of the services offer personal help and support, others provide help to maintain your home, whether you need a small job such as putting up a shelf or a major job such as putting in central heating.

The following services are available to older people living in Westminster:

Community Alarm
Support Services:
• Emergency response service
• Community support service
• Outreach service

Personal Services provided by Social and Community Services (S&CS)
Help with maintaining your home:
• Small Repairs Service
• Help with repairs or improvements
• Home adaptations
• Home Improvement Agency

Community Alarm

This service is available to all of Westminster’s residents.

This is an alarm call system that allows you to raise the alarm if you have an accident or emergency in your home. Community Alarms are fitted in all our sheltered and supported blocks, but can also be fitted in your existing home via your telephone. It is operated by pressing a button on either a pendant or the alarm. This automatically alerts the control room in the council’s 24 hour Emergency Link Office. It means that there is always someone on hand to help you, if anything goes wrong.

You may wish to be connected to the Community Alarm system without applying for any other services. If you would like a leaflet or more information about the scheme please contact the Emergency Link Service on 020 7641 4528.
Will I have to pay for the Community Alarm?

This service is free to people who live in council-owned, sheltered or supported housing. All new subscribers not living in sheltered or supported housing are charged a small weekly fee, unless the Community Alarm is fitted as part of a Social Services care package.

Emergency Support Services

1. Emergency Response Service

This is a free service available to all of Westminster’s residents that operates 24 hours a day, 365 days a year.

It provides:

- An emergency response service for older people who contact the alarm service
- A secondary key holding service for people who are on the Community Alarm and who do not have someone local to hold their key.
- A back-up service for times when the Scheme Managers are away,
- Hands on care and support on a short term basis where there is a crisis or break-down of service provision
- Short-term care to people who are vulnerable, such as people just discharged from hospital and the newly-bereaved

How do I get in touch with the Emergency Response Officers?

You can contact them directly by telephone on 020 7641 4066.

2. Community Support Service

This free service is available to council tenants and lessees aged 60 and over who live in

- Queens Park
- Mozart
- St. Johns Wood
- Pimlico
- Church Street
- Maida Vale
- Little Venice
- Paddington Green
- Marylebone
- Bayswater
- Westbourne Park
- Lisson Green
- Soho and Covent Garden
- Lydford and Avenue Gardens

The Community Support Officers will telephone at least once a week and visit monthly to make sure you are well. They will also help you arrange other services such as meal preparation or home care, if you need them, or assist you with benefit claims.

If you have a Community Support Officer you will also be encouraged to be linked up to the City Council’s Community Alarm service. (see above).
What do I do if I want support from a Community Support Officer?

Get in touch with your local Estate Office and they will arrange for a referral form to be completed. Your application will then be considered at a monthly meeting of the Joint Assessment Panel for the Elderly (JAPE). After the meeting, we will let you know if the panel thought this service would meet your needs.

3. Outreach Service

This free service is for council tenants and lessees.

This service is similar to that given by the Community Support Officers, and is offered by the Scheme Managers. The Outreach Service helps tenants and lessees who live close to a sheltered or supported block, through telephone calls and visits from the neighbouring Scheme Manager.

If you think you would benefit from this service, please contact either the local Scheme Manager (telephone numbers are given with the scheme profiles), your Estate Office or the Elderly Services Manager on 020 7641 4062.

Scheme Managers also hold Advice Surgeries, which are open to all older people. If you need some advice, please feel free to telephone a local Scheme Manager who may be able to answer your query on the telephone or, if not, will let you know the time and place of the next surgery.

Personal Services provided by Social & Community Services

An assessment is available to older and disabled Westminster residents.

Depending on your level of need Social and Community Services can arrange an assessment for:

- Practical help in your home, help with your personal care and meal preparation.
- A direct payments scheme for those who want to employ someone themselves rather than have a home care assistant provided by Social & Community Services.
- Equipment to be supplied e.g bath rails, phone alarm systems.
- Day services providing activities and meals.
- Transport to and from day services.
- Help with travel.
- Assess the needs of your carer (often a relative).
Housing Choices for people over 50

• Advise you about residential or nursing home care if you are unable to remain in your own home
• Help for people in hospital to return safely to the community
• Refer you to organisations such as Carer’s Network or Age Concern who can also offer help

You will not be charged for an assessment but you maybe charged for any services provided

To discuss you personal circumstances please contact your nearest Social and Community Services office.

If you live north of Marylebone Road and Bayswater Road, contact: 020 7641 1175

If you live south of Marylebone Road and Bayswater Road contact: 020 7641 3897

You may also find the leaflet called "How to contact Social Services in Westminster" helpful. Copies are available from One Stop Services and libraries in Westminster or by telephoning Social and Community Services on: 020 7641 1898.

Help with maintaining your home:

1. Small repairs service
This service is available to all Westminster residents.

Staying Put runs a handyperson service. They provide a city-wide, prompt, efficient and reliable way of getting small jobs done. The scheme includes a broad range of minor repairs and decorating. If you want more information on this scheme, please telephone Staying Put on 020 8206 5890/1.

2. Help with repairs or improvements
This service is available for people who own their homes.

If you need help with repairs or improvements other than adaptations, you may be eligible for a grant or equity loan. You can telephone Residential Services on 020 7641 6161 or you can write to them at Council House, Marylebone Road, NW1 5PT for more information.
3. Home adaptations

This service is available to all Westminster residents.

Social and Community Services offer a range of equipment and minor aids and adaptations, which includes:

- Bathing equipment e.g. bath boards and seats, shower seats
- Kitchen equipment e.g. perching stools, trolleys, tap turners
- Dressing aids e.g. stocking aids
- Toilet equipment e.g. raised toilet seats, toilet frames
- Equipment for people who are blind, partially sighted, deaf or hard of hearing
- Rails beside bath or toilet to assist access
- Stair rails

It may also be possible to have major adaptations done such as installing a level access shower, a stairlift, ramps or door widening. For an assessment of your needs you should contact Social & Community Services. They will arrange for an occupational therapist to look at your circumstances and decide what works, if any, you require. If you are a council tenant any major adaptation works will be carried out free of charge, by your Estate Office.

If you are not a Council tenant and require major adaptations, you may be eligible for a Disabled Facilities Grant. Social and Community Services will assess your circumstances. This grant is means-tested so you may have to make a contribution towards the cost. Most people receiving state benefits do not have to pay for any of the work. Leaflets about the Disabled Facilities Grant are available either from One Stop Services or from your local Social and Community Services Office – see telephone numbers listed above.

4. Home Improvement Agency

This service is available for people who own their homes or who rent private flats.

The agency provides advice and assistance to older and disabled people who need repairs or adaptations to their homes. In Westminster the agency is run by ‘Staying Put’. They will:

- Carry out a survey and specify the works needed
- Obtain builders’ quotes from trusted firms
- Arrange for grants or loans (if needed) to pay for the works
- Supervise the works
If you qualify for a Council grant, you will be asked if you wish to use the services of Staying Put. The cost of their services is included in the grant. The telephone number of Staying Put is 020 8206 5890/1.

Extra Care, Sheltered, Supported and Supported 50+ Accommodation

If you are 50 years of age or over and applying for housing in Westminster, you will be assessed to see if your needs could be met by either extra care, sheltered, supported or supported 50+ accommodation.

The schemes offer independent flats with varying degrees of support. You can choose whether or not to take advantage of these services, however, many people enjoy the additional security that a sheltered or supported flat can offer. A new option, for the very frail, is extra-care housing.

The size and types of flats will vary, however most will be either studio or one bedroom flats. Usually, if you are a single person, you will be offered a studio flat unless there are special circumstances that require you to have a larger flat. Couples will be offered a one bedroom flat.

The Council is developing a long term strategy to ensure that all housing schemes for older people provide as far as possible a ‘home for life, with a variety of facilities to meet the changing needs of residents, e.g:

- Large wheelchair accessible entrances, hallways, communal lounges, wc’s, lifts and corridors.
- Providing flats which can accommodate couples and flats which are wheelchair friendly.
- Upgrading kitchen and bathrooms to provide modern easy to use facilities.
- Providing more extra care facilities.

Extra care housing

This is sheltered housing with a difference! Residents still have their own self-contained flats, with a Scheme Manager on site. The extra care comes from a specially trained team of home carers who are on site daily from 7am to 8.30pm.

Support is arranged through Social and Community Services for those that need it. Residents are able to build a relationship with the same carers over a period of time, and can get help at a time of day that suits them. To be eligible for extra care housing, residents must have both housing and care needs.

Westminster currently has two extra care schemes:

- Glarus Court in Stalbridge Street, NW1
- Penfold Street, NW8 (offers dementia service)
**Sheltered housing**

Sheltered housing consists of individual self-contained flats with a resident Scheme Manager and additional facilities, such as the Community Alarm system and communal laundry. There is usually a communal lounge and, in many schemes, social events are organised by the Scheme Manager.

**Supported housing**

Supported housing generally has the benefit of a resident Scheme Manager and Community Alarm system, but with less support from the Scheme Manager than in the sheltered schemes. These schemes tend to be larger than the sheltered schemes and may not have any communal facilities.

**Supported 50+ housing**

Westminster City Council offers accommodation for those from 50 years of age where the applicant may not yet require support. You can nominate not to receive any support however services will be available if your needs change. The schemes in this category may contain stairs to access the building, to specific flats or within flats, making them less appropriate for those with greater mobility needs.

**Answers to some frequently asked questions about housing for older people**

**Will I still be independent?**

Yes, since almost all the accommodation provided is self-contained you retain your independence.

The amount of support and contact you receive depends on what you need and would like. The intention is for people to retain as much independence as possible. You will have the same rights (apart from the “Right to Buy”) and obligations as any other Council or Housing Association tenant.

**Do I have to pay for the additional services?**

**You don’t pay for:**

- The support services provided by the Scheme Managers in Council or Housing Association schemes (subject to review)
You do pay for:

• Any care you receive from Social and Community Services, whether in the extra-care scheme or in your own home, subject to their charging policy

• Heating and hot water charges – these are not currently eligible for Housing Benefit

Can I get any help in paying my rent?

You can telephone the benefits office for information on council tax and housing benefit on their Freephone Number 0800 0720042.

Or, if you prefer, you can visit one of their offices, which at the time of writing, are open from 9.00am–5.00pm, Monday to Friday.

The Northern Benefits Office is located at 3rd Floor, Westbourne House, 14–16 Westbourne Grove, London W2 5RH

The Southern Benefits Office is located at 180 Vauxhall Bridge Road, London SW1V 1DX.

Will I get any help to move into my flat?

You may be able to get help settling into your new home if you are moving to a Westminster City Council’s scheme. The resettlement service offers assistance with removals, furnishing accommodation, benefit claims and accessing local services. Individual Housing Associations may have their own resettlement services.

If you are an existing council tenant, moving from a larger City Council property, you may be eligible for the Cash Incentive Scheme. You will be given a one-off payment to cover decorating and removal costs. You will also receive a cash payment for moving to a smaller property. This payment varies according to the number of bedrooms you give up.

For more information about the Cash Incentive Scheme, please contact the Cash Incentive Co-ordinator at the Housing Options Service, 101 Orchardson Street, NW8 8EA or telephone 020 7641 1000.

What if I have difficulty getting around?

Some flats are fully accessible for wheelchair users. Before you are offered a flat your needs will be assessed. Social and Community Services can also arrange for adaptations to be made to your new home to make it easier for you to manage.

What can I expect of my Scheme Manager?

The Scheme Manager is there for your peace of mind. They are there to check on your well being, and to help you lead an independent life. If you need more help, such as assistance with shopping or meal preparation, the Scheme Manager can put you in touch with Social and Community Services who will assess your needs.
The Scheme Manager can also give you practical help, such as filling in benefit forms. In many schemes, the Scheme Managers organise social activities for residents.

The Scheme Managers work Monday to Fridays, 9am–5pm, but will respond to emergency calls outside these hours.

Do I get any other benefits from living in extra care, sheltered, supported or supported 50+ housing?

Housing for older people in Westminster aims to provide you with a ‘home for life’ with services that can be easily tailored to meet your changing needs.

Those living in sheltered accommodation may be eligible for a concessionary television license, which is currently, £5 per year.

The Council has a discretionary repairs and decoration policy for those Council tenants who are over 65 or disabled and who receive either Income Support or Housing Benefit.

Housing choices outside of London

We have listed below the schemes available that may be able to help you move out of Westminster.

1. Homes - National Mobility Scheme

This scheme helps Council tenants move to other parts of the country. Tenants who need to move to a particular area to receive support from friends or family can make nominations. Being nominated does not always mean you will get a move. It depends on the housing situation in the areas that you would like to move to.

It may be possible to be considered for sheltered or supported accommodation out of Westminster through the nomination scheme. A leaflet and nomination form is available from your Estate Office. You must also register on the Tenants Transfer List and these forms are also available from the Estate Office.

2. Seaside and Country Homes Scheme

This scheme is run by the Housing Organisations Mobility and Exchange Services (HOMES) to help tenants aged
60 and over who wish to move out of London. You could be nominated to seaside or country flats and bungalows from Norfolk to Cornwall. You could move quite quickly depending on where you wish to move to. You may have to wait longer for South Coast developments.

A Cash Incentive payment may be made if you are moving to a smaller flat. A leaflet and further information about the scheme is available from your Estate Office and the Housing Options Service on 020 7641 1000.

3. Out of London

Through the Out of London Scheme, good quality homes at affordable rents are available in parts of the country where there is no housing shortage. Councils and Housing Associations in the Midlands and the north of England have given us access to a wide range of properties. We can nominate you for one of these properties or put you in touch with the Council or Housing Association in the area you are interested in.

Grants are available depending on whether you are a Westminster City Council tenant or if we have given you priority for housing.

How to apply to the Council for housing

If you are a Council tenant, you will need to complete a transfer form, which is available from your local Estate Office.

If you are a private tenant or a Housing Association tenant, you will need to complete a Housing Register Application form, which you can get from the Housing Options Service, 101 Orchardson Street, NW8 8EA. (Tel: 020 7641 1000).

The same procedures apply if you wish to apply for extra care housing, but you will need both housing and care needs for your case to be considered.

If you would like to be considered for one of the Housing Association schemes, in most cases, you should still apply to the Council, as we can nominate you to most of the schemes listed in this booklet.

What happens next?

Once your application has been processed, you will be visited by an officer from the Housing Options Service, who will help you complete a referral form for extra care, sheltered, supported or supported 50+ housing. The referral form contains questions about your housing need, and your ability to manage independently. The completed form will then be sent on to the Joint Assessment Panel for the Elderly (JAPE).

What is JAPE?

This is a panel of Housing and Social and Community Services officers who meet monthly to consider applications for extra care, sheltered, supported and supported 50+ housing. The panel also
Housing Choices for people over 50

considers applications for the Community Support Scheme.

The panel will look at your application and consider your need for support services against a list of criteria. Additional points can be given if you are assessed as a high priority case. ie. because of your medical circumstances you have a greater need for rehousing. If you are eligible, the Housing Options Service will write to you to let you know. If you have a care manager, they will let you know the panel’s decision.

How long will I have to wait for a flat?

This will depend on how many flats become available. We cannot tell you exactly how long you will have to wait for a flat but usually it will not be as long as for an ordinary Council or Housing Association property. Your name will be added to the waiting list and we will send you information about vacancies (see the Choice Based Lettings procedures). You can get an idea about how long it might take to be rehoused by logging on to the Choice Based Lettings website and seeing the results of all lettings in ‘To Let – this weeks advert and results’.

Rehousing with a carer

The City Council recognises that, for some people, a live-in carer could prevent their admission to residential care. A carer is someone who looks after you because you are unable to look after yourself. Your carer may be a partner, relative or friend. We will consider rehousing you with a carer if you have a medical priority and Social and Community Services nominate you under the Community Care Nomination Scheme.

If you would like more details about this scheme, please contact the Housing Options Service, 101 Orchardson Street, NW8 8EA. (Tel: 020 7641 1000).

Choice Based Lettings and how it works

All of the Council’s housing is let through the Choice Based Lettings scheme. Instead of making decisions on your behalf, we invite you to make your own choices about the home you want.
The scheme works by:

- Issuing you with confidential PIN and USER ID numbers for expressing an interest in a property
- Advertising available property and allowing applicants to express an interest in any that they choose within their assessed need
- Short-listing the highest pointed/priority applicants to view
- Letting the property to the highest bidder after the viewing

Choice Based Lettings provides accurate housing advice and information, using different technologies. We can advise you of available properties, you can express an interest for a property and check if you were successful or not, using the Internet Website, Interactive Voice Recognition (IVR) automated telephone system and SMS text messaging and e-mail.

The Choice Based Lettings Internet website provides you with on-line access to:

**Homes Outside London:** This allows you to explore your housing options outside of London. It provides you with grant details for those in Westminster wishing to move. Hyperlinks are available so that you can go straight into websites for partner local authorities to see what type of accommodation is available and the rent levels.

**Housing Advice:** Information is provided on a wide range of housing issues. If you have questions this would be the perfect place to start looking for answers on things like: homelessness and what you can do; your rights as an owner-occupier, getting repairs done etc.

**Self-Assessment Questionnaire:** The questions you answer will give you an approximate points level should you want to consider applying for housing in Westminster. At the end of the questionnaire you can request an housing application form be posted out to you.

**View Properties:** This allows those who are not registered, to view the properties available in Westminster.

**I’m already registered:** See what sheltered, supported or supported 50+ properties are available, express an interest for any that you would like to live in and check on the status of any of your outstanding bids.
You must always log out completely from the system for security reasons. This will stop other people getting access to your details.

The Interactive Voice Recognition (IVR) telephone service provides you with the opportunity to express an interest for a property and check on the status of any previous bids you have made by using your touch-tone telephone.

SMS Text Messaging is an alternative way for you to receive information about available properties and to express an interest in any you like. If you want to receive information over your mobile telephone you will have to ensure we have your mobile telephone number recorded on your file.

If you need additional assistance please contact the Housing Options Service, on 020 7641 1000.

How do I get onto the Choice Based Lettings list?

If you have been assessed and approved by the JAPE panel for rehousing into sheltered, supported or supported 50+ accommodation you will automatically be on the Choice Based Lettings list.

As soon as you have been approved by JAPE you will be sent a letter providing you with your:

- User ID number
- PIN number
- Information pack on how Choice Based Lettings works
- Details on how to participate in Choice Based Lettings

You must keep your User ID and PIN numbers safe, as you will need these every time you wish to express an interest in a property.

Property listings

To ensure that everyone assessed as needing rehousing gets information about all the properties that become available, these are advertised each week via:

- Property Freesheet Magazine – posted to Band ‘A’, sheltered, supported and supported 50+ applicants (available in electronic format for other service users at Estate Offices; council offices; libraries; One Stop Services etc.)
- Choice Based Lettings website – available to those accepted for rehousing by the Council
- SMS text messaging – messages sent via your mobile telephone if you have requested this service
- E-mail – messages sent via e-mail if you have registered for this service

The Property Freesheet magazine will provide you with the details of the available properties and includes the Property Advert Reference number, which is essential if you wish to express an interest in a property.
You might find it useful to allow other people to express an interest on your behalf, if you’re away on holiday, in hospital etc. If you choose to give a family member, friend or Care Manager your User ID and PIN numbers, they will be able to act on your behalf. If you have been invited to view a vacancy they can view on your behalf.

**Expressing an Interest in a property**

**Using the Internet**

The Internet will enable you to go on-line to see what properties are available and express an interest for any that you qualify for and would like to live in.

To log onto the Choice Based Lettings Internet website please follow these simple steps:

**Step 1.** Log onto: www.westminster.gov.uk/housing

**Step 2.**
Click your mouse on *Choice Based Lettings*.

**Step 3.**
You will now find yourself in the Choice Based Lettings Home Page. All of the Choice Based Lettings functions have been made available from this Home Page. Click on *I'm already registered* an automatic security notice will appear click on ‘Yes’

**Step 4.**
Enter your *User ID* and *PIN number*. If you have forgotten your User ID or PIN number, move down the page and enter your first name, family name and date of birth, click on the ‘login’ button *(copies of your User ID and PIN number can be issued by the Housing Options Service)*.

**Step 5.**
You are now in the ‘My Details’ page which provides basic information about your housing application: name; date of birth; status; points level and number of bedrooms you have been assessed as requiring. You can also review any bids you have previously made.

*(Note: all applicants are eligible to bid for both studio and 1 bedroom properties, however, preference for 1 bedroom properties will always be given to applicants who have been assessed as needing 1 bedroom accommodation)*

**Step 6.**
To express an interest in any available property matching your assessed needs, click once on the blue ‘View Properties’ button.

**Step 7.**
You have two options at this point:

1. Enter the specific criteria for the type of property you wish to do a search on in the boxes provided, e.g. area, number of bedrooms, building type, etc. Click on ‘Search for properties matching the above criteria’ Or

2. Enter the specific ‘Property Advert Reference Number’ for the property you wish to express an interest in and click on ‘find’.
Step 8. You will now see details for all the properties available that week. If you want to know more about any particular property click on ‘Full Property Info’ on the right side of your screen or click on the picture of the property.

Step 9. Now you have all the details on the particular property you have chosen to look at. If you wish to express an interest for this property click on the button above the photograph on the left hand side of the screen which says ‘click here if you wish to bid for this property.’

(Note: Expressing an interest allows you to be considered for the viewing for that property.)

If you are short-listed you will be contacted by telephone about the time and place of the viewing. The property will be let to the highest pointed/priority applicant.

Using the Interactive Voice Recognition (IVR) telephone service

With the IVR telephone system you can use your touch-tone telephone to express an interest for a property. All you will have to do is follow some very simple prompts and in less than 2 minutes you can register your expression of interest. The IVR system is available in 6 languages other than English.

You will need your User ID, PIN number and the Property Advert Reference number to register an expression of interest.

Step 1. Call 020 7974 5823 (24 hour automated service) following the simple prompts.

Step 2. Select the language you require: English, Seleti, Cantonese, French, Somali, Turkish or Arabic.

Step 3. Enter your User ID.

Step 4. Enter your PIN Number.

Step 5. Choose to enter a new bid or Choose to check the status of an existing bid.

Step 6. With either option chosen in Step 5 you will need to enter the Property Advert Reference Number for the property you want to bid for or to check the status of your existing bid(s).

Step 7. Hang-up when your bid has been confirmed.
Using SMS Text Messaging on your mobile telephone

Your mobile telephone gives you the alternative to use text messaging to receive information about available properties and to express an interest for any that you qualify for and would like to live in.

You will need your User ID, PIN number and the Property Advert Reference number to register an expression of interest.

Step 1.
Turn on your mobile and open a new text message.

Step 2.
Enter "bid" at the start of the message then # followed by your 6 figure User ID number, then # followed by your 6 figure PIN number, then # again, then the 6 figure Property Advert Reference number for the property you want to bid for.

Step 3.
If you want to bid for any other properties add another # then repeat the process by adding the 6 Property Advert Reference number you want to bid for and continue doing this up to the text limit on your mobile telephone.

Step 4.
Press "send" on your keypad and key in 0780-014-0739.

When your bid has been received we will send you a confirmation text. If there are any problems in processing your bid we will contact you directly.

Most mobile telephone texts usually cost 10p to send.

If you do not have a # key on your telephone keypad, press the * key.

Check your User ID and PIN and Property advert reference number(s) are correct before you press the send key.

Do not try to send your message again unless you do not receive an acknowledgement text within 1 hour.

If you are in an area with bad reception you will not get the acknowledgement text until you reach an area of good reception.
Profile of Housing Schemes in Westminster

This section profiles the individual housing schemes for older people in Westminster and lists all of the Council and Housing Association properties for which you can be considered. We have divided the Council properties into either sheltered supported, or supported 50+ blocks. Housing Associations do not always classify their housing in this way, so we have listed them separately. However, the scheme facilities should give you an indication of the level of support offered in each block.

A quick guide summary of the properties by post code area, and suitability for wheelchair users, has also been included to make it easier for you to decide which

Key to the Symbols used in this section:

**General**
- Address
- Telephone
- Estate Office
- Post Office
- Local Shops
- Buses
- Underground Stn
- Local Doctors

**Accommodation**
- Number of flats
- Wheel chair use
- Semi Mobile Wheel Chair use

**Facilities**
- Resident Scheme manager
- Ramp
- Lift
- Central Heating
- Alarm
- Door Entry System
- Lounge/Common /Meeting Room
- Communal Garden
- Visiting Library
- TV
- Video
- Music System
- Dining room
- Laundry
- Hairdressing
- Medical Suite / Therapy Room
- Kitchen
- Guest room
- Payphone
- Special Bathing facilities
- Conservatory
- Community hall
Glarus Court (Extra Care Housing)

**Local Amenities:**
- 400 yards away
- Church Street Market 400 yards
- 6, 16, 36, 27 and 98
- Marylebone (Bakerloo Line)
- Edgware Road (Bakerloo / Circle / District Lines)
- Lisson Grove Health Centre; West 2 Health Centre; Paddington Green Health Centre

**The Accommodation:**
- Number of flats: 19 (studios and one bedroom flats)
- 1 flat suitable for permanent wheelchair users
- Resident Scheme Manager
- Lift to all floors

**Scheme Facilities:**
- Lounge; communal garden; visiting library; TV / video / music centre; specialist-bathing facilities.

**Scheme Activities:**
- Shopping trips; bingo; monthly exercise sessions; weekly hairdressing sessions; afternoon tea & raffle; theatre outings.

**Local Leisure Facilities:**
- None listed.

Extra care is provided by a specially trained team of home carers who are on site from 7 a.m. to 8:30 p.m. daily. Showers are being installed to replace baths. Rents are inclusive of heating and hot water charges and water rates.
Penfold Court (Extra Care/dementia Housing)

60 Penfold Street, London NW8 8PJ,

not available at time of printing

Local Amenities:

400 yards away
Church Street Market 400 yards
6, 16, 36, 27 and 98
Marylebone (Bakerloo Line)
Edgware Road (Bakerloo / Circle / District Lines)
Lisson Grove Health Centre; West 2 Health Centre; Paddington Green Health Centre

The Accommodation:

- Number of flats: 51 (all wheelchair adapted)
- Resident Scheme Manager
- Lift to all floors

There are 2, four bedroom shared flats for residents with dementia. All other flats are self-contained with level access showers. All flats have
- Central heating
- Community alarm
- Door entry system

This Scheme opened in November 2004.
Extra care is provided by a specially trained team of home carers who are on site from 7 a.m. to 8.30 p.m. daily. The scheme also offers a dementia service.
There are two assisted bathrooms in the communal areas.
Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
Lounge, garden, TV, secure garden, communal dinning room, laundry, hairdressing and medical suite.

Scheme Activities (planned):
Bingo, shopping trips, exercise sessions, IT training, theatre outings, gardening club, internet club, hairdresser, healthy living training, benefit advice, craft, social evenings, coffee mornings, reminiscence as well as forming customer focus groups, resident committee and newsletter.

Local Leisure Facilities: Unknown.
Westminster City Council Sheltered Schemes

Housing Profile

Darwin House (Sheltered Housing)

104 Grosvenor Road, Churchill Gardens Estate, London SW1
020 7641 2826
Churchill Gardens

Local Amenities:
- 250 yards away
- 250 yards away
- 24 and C10
- Pimlico (Victoria Line)
- 2 local clinics; 6 general surgeries

Scheme Facilities:
Lounge / meeting room; kitchen; guest room; communal TV; payphone; laundry; communal garden.

Scheme Activities:
Bingo.

Local Leisure Facilities:
Queen Mother Sports Centre, Vauxhall; Bridge Road SW1.

The Accommodation:
- Number of flats 30 (all studios)
- Suitable for semi-mobile wheelchair users
- Resident Scheme Manager
- Lift to all floors

All flats are self-contained and have
- Central heating
- Communal Alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.
Devonshire House (Sheltered Housing)

Hall Park Estate, Adpar Street, London, W2 1DE
020 7641 5492
Paddington Green

Local Amenities:
- 500 yards away
- 500 yards away
- 6, 16 and 98
- Edgware Road (Bakerloo / Hammersmith & City / District / Circle Lines)
- Lisson Grove Health Centre; Little Venice Medical Centre

The Accommodation:
- Number of flats: 40 (studios and one bedroom flats)
- Several flats are suitable for permanent wheelchair users
- Resident Scheme Manager
- Lift to all floors

- All flats are suitable for semi mobile wheelchair users, are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating, hot water and water rates.

Scheme Facilities:
- 2 lounge / meeting rooms; 2 kitchens; laundry; specialist bathing facilities; guest room; TV / video / music centre; payphone; concessionary TV licence.

Scheme Activities:
- Coffee mornings, afternoon teas, bingo club, birthday / special parties, film club, Friday Fish and Chip lunch.

Local Leisure Facilities:
- Church St. Library; Church St. Market; Age Concern; Seymour Leisure Centre; Local Cinemas and Leonora Drop-in Centre.
Housing Profile

Fitzrovia Court (Sheltered Housing)

24 Carburton Street, Marylebone, London, W1P 7DQ
020 7388 2876
Marylebone

Local Amenities:
- 200 yards away
- 150 yards away
- C2, 18, 27, 30 and 135
- Great Portland Street
  (Hammersmith & City, Circle and Metropolitan Lines)
- Fitzrovia Health Centre, 31 Fitzroy Square, London, W1

The Accommodation:
- Number of flats: 30 (studio and one bedroom flats)
- Resident Scheme Manager
  Level access to all flats except 1 ground floor flat, which has 4 stairs.
- All flats are self-contained and have
  - Central heating
  - Community alarm
  - Door entry system
- Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
Lounge / kitchen / laundry / meeting room; payphone / communal garden; use of hairdressing sink.

Scheme Activities:
Parties / tea dances; film nights; visiting hairdresser; games evenings.

Local Leisure Facilities:
Westminster City Council Clubhouse, in Cleveland Street, provides lunch club, advice service, bingo, outings, keep fit and shopping.
Hardy House (Sheltered Housing)

64 Great Western Road, London, W11
020 7641 4445
Westbourne Park

Local Amenities:
- 300 yards away
- 400 yards away; corner shop across the road
- 6, 16, 36, 27 and 98
- Westbourne Park (Hammersmith & City Line)
- Meanwhile Clinic; Garway Medical Centre

The Accommodation:
- Number of flats: 28 (25 studios, 3 one bedroom)
- Resident Scheme Manager
- Lift to all floors
- Suitable for semi-mobile wheelchair users

All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
- Common room; kitchen; guest room; laundry; TV \ video \ music centre; communal garden.

Scheme Activities:
- Afternoon teas; coffee mornings; a monthly surgery.

Local Leisure Facilities: Jubilee Sports Centre; Lyric Theatre; Kensington Gardens; Canal walks; Paddington Recreation Centre; The Leonora Recreation Centre; Cinema at Whiteleys of Bayswater.
**Housing Profile**

**Juniper House (Sheltered Housing)**

**Local Amenities:**
- Easy walking distance
- Easy walking distance
- 6, 16, 36, 27 and 98
- No tube station within easy walking distance
- Queens Park Medical Centre; The Elgin Centre; The Elgin Partnership Surgery

**Scheme Facilities:**
Conservatory; lounge: meeting room; kitchen; laundry; communal WC’s; TV / video; music-centre; communal garden.

**Scheme Activities:**
Fish & chip suppers; outings; parties on special occasions; Avenues over 50 club.

**Local Leisure Facilities:**
Day Centres on Elgin Avenue; Jubilee Sports Centre; Cinemas at Whiteleys of Bayswater; Advice Centre on Harrow Road, W9.

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**The Accommodation:**
- Number of flats: 26 (11 studio, 15 one bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- Suitable for semi-mobile wheelchair users

All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of hot water and heating charges and water rates.
Macintosh House (Sheltered Housing)

54 Beaumont Street, London, W1N 1RD
020 7641 6119
Marylebone

Local Amenities:
- 500 yards away
- 500 yards away
- Baker Street (Bakerloo / Jubilee / Circle / Hammersmith & City lines)
- Marylebone Health Centre, Marylebone Road, NW1;
  Cavendish Health Centre, New Cavendish Street, W1

The Accommodation:
- Number of flats: 28
- Resident Scheme Manager
- Lift to all floors
- Not suitable for wheelchair users

All flats have
- Central heating
- Community alarm
- Door entry system

There are shared bathrooms and showers.

Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
Lounge / meeting room; special-bathing facilities; TV / video / music centre; communal garden.

Scheme Activities:
Coffee mornings; television evenings; cheese & wine parties.

Local Leisure Facilities:
There are no outside local activities within easy reach of this scheme.
**Housing Profile**

**Penn House (Sheltered Housing)**

- **Address:** Lisson Green Estate, Lisson Grove, London NW8.
- **Tel:** 020 7641 4113
- **Local Amenities:**
  - 500 yards away
  - 500 yards away
  - 6, 16, 16a, 98 and 139
  - Marylebone (Bakerloo Line)
  - Lisson Grove Health Centre, Gateforth Street, London NW8

**Scheme Facilities:**
- Lounge / meeting room; Kitchen;
- Laundry; TV / video / music centre;
- Payphone; Hairdressing room;
- Communal garden.

**Scheme Activities:**
- Breakfast club Coffee mornings,
- Hairdressing on Tues & Wed; Bingo on Thursday; Age Concern Advice Surgery on Mondays.

**Local Leisure Facilities:**
- Quizzes in the Tenants Hall on the estate; Bingo in hall on the estate; Age Concern advice surgery at Penn House.

**The Accommodation:**
- Number of flats: 44 (all studios)
- Resident Scheme Manager
- Lift to all floors
- Not suitable for wheelchair users

- All flats are self-contained and have
  - Central heating
  - Community alarm
  - Door entry system

Rents are inclusive of heating and hot water charges and water rates.
Pinner Court (Sheltered Housing)

**Local Amenities:**
- 500 yards away
- 500 yards away
- 6, 16, 98, 139 and 189
- None within easy walking distance
- Lisson Grove Health Centre, Gateforth Street, London, NW8;
  Compton Street Medical Centre

**Scheme Facilities:**
- Lounge / meeting room, which is wheelchair accessible; kitchen; laundry; bath / shower room; communal garden.

**Scheme Activities:**
- Tuesday afternoon advice surgery;
- Teas on Tuesday afternoons;
- Bingo on Thursday afternoons;
- seasonal day trips, theatre outings and parties.

**Local Leisure Facilities:**
- Dora House Day Centre; 2 Day Centres for residents with dementia in Blenheim Terrace and Tresham Crescent; Lords Cricket Ground.

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**The Accommodation:**
- Number of flats: 28 (all studios)
- Resident Scheme Manager
- No Lift
- Not suitable for wheelchair users

All flats have
- Central heating
- Community alarm

There are shared bathrooms although a programme is currently underway to install showers in all the individual flats.

Rents are inclusive of heating and hot water charges and water rates.
Rayne House (Sheltered Housing)

170 Delaware Road, London, W9
020 7641 4343
Maida Vale

Local Amenities:
- 600 yards away
- 600 yards away
- 6 and 40
- Warwick Avenue, Maida Vale
  (Both are on the Bakerloo Line)
- Woodfield Road Medical Centre,
  The Elgin Partnership,
  38 Elgin Avenue

The Accommodation:
- 23 (all one bedroom)
- Resident Scheme Manager
- Lift to all floors

All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
Lounge / meeting room; communal kitchen; laundry room; specialist bathing facilities; TV / video / music centre, hairdresser.

Scheme Activities:
Surgery for community; coffee mornings; hairdressing; bridge; bingo; film evenings.

Local Leisure Facilities:
Elgin Day Centre, Leonora House,
Lanark Road, W9; Paddington
Recreation Ground.
Warren Court (Sheltered Housing)

4–6 Walterton Road, London, W9 3PN
020 7641 4304
Lydford and Avenue Gardens

Local Amenities:

- 200 yards away
- 200 - 500 yards away
- 18, 328, 31 and 36
- Westbourne Park (Hammersmith & City Line)
- 2 G.P. Surgeries on Elgin Avenue, W9; Woodfield Medical Centre; Woodfield Rd, W9

The Accommodation:

- Number of flats: 13 (all one bedroom)
- Resident Scheme Manager
- Lift to all floors

All flats are self-contained, have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
- Lounge / meeting room; kitchen; laundry; guest room; TV / video / music centre; communal garden; treatment/therapy room.

Scheme Activities:
- Fundraising events; coffee mornings (Wed); advice surgery.

Local Leisure Facilities:
- Leonora Day Centre; Carlton Dene Day Centre; Whiteleys of Bayswater, shopping & cinema; Law Centre at Harrow Road; Citizens Advice Bureau at Harrow Road.
Amberley Estate (Supported and 50+ Housing)

Ellwood Court/Charfield Court/Aldsworth Close/Barnwood Close, London, W9 2RB
020 7641 4333
Little Venice

Local Amenities:
- Approx a ¼ of a mile away.
- Approx a ¼ of a mile away.
- 6, 18 and 46
- Warwick Avenue (Bakerloo Line)
- 265 Harrow Road, W2;
  4 Lanark Road, W9; 2 on Elgin Avenue, W9

The Accommodation:
- Number of flats: 63 (all one bedroom)
- Resident Scheme Manager

The flats are in 5 blocks throughout the estate. The supported units are on the ground and first floor of each block (with some on the second floor in Charfield). All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
The following facilities are available in the Club Room on the estate: lounge / meeting room; kitchen.

Scheme Activities:
Coffee mornings; housing surgery; lunches; Bingo cinema club outings; Games afternoon.

Local Leisure Facilities:
Adult Education Centre, Amberley Road; Leonora Day Centre; Porchester Baths; Whiteleys Shopping Centre; Local Cinema, Whiteleys Shopping Centre; 2 small local parks; Citizens Advice Bureau on Harrow Road.
**Chequers House (Supported Housing)**

**Profile of Housing Schemes In Westminster**

Lisson Green Estate, Jerome Crescent, Lisson Grove, London, NW8

020 7 7641 5342

Lisson Green

**Local Amenities:**

- 400 yards away
- 400 yards away
- 139
- Marylebone (Bakerloo Line)
- Lisson Grove Health Centre

**The Accommodation:**

- 84 (all one bedroom)
- Resident Scheme Manager
- Lift to all floors
- Ramp to second floor
- Not suitable for wheelchair users

All flats are self-contained with

- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.

**Scheme Facilities:**

Residents’ lounge; laundry room.

**Scheme Activities:**

Coffee morning/bingo/games room/film club/visiting library.

**Local Leisure Facilities:**

Bingo at Penn House Scheme; Seymour Leisure Centre; Regents Park; Advice/Drop in Centre includes: parties, coffee mornings and outings from Penn House which is just 200 yards away.
Housing Profile

Glastonbury House (Supported Housing)

Address: Abbots Manor Estate, Warwick Way, London, SW1V 4NR
Phone: 020 7641 6342
Locality: Pimlico

Local Amenities:
- 500 yards away
- 150 yards away, supermarkets
- 750 yards
- 11, C10 and 24; Victoria Bus Station
- Victoria Station (Victoria, District and Circle Lines)
- Victoria Medical Centre; Surgery, 93 Cambridge St.; Surgery, 15 Pimlico Rd.

The Accommodation:
- 162 (80 studio and 80 one bedroom flats) 2x 2 bed maisonettes
- Resident Scheme Manager
- 2 Lifts to 20th floor. Plans to create a lift to 22nd floor
- Suitable for semi-mobile wheelchair users
- All the flats are self-contained and have Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.

A wide range of activities and classes will be held in the refurbished area on the ground floor of Glastonbury House.

Scheme Facilities:
The Warwick Lounge Communal Room; The communal area on the ground floor of Glastonbury House is to be refurbished.

Scheme Activities:
The block has its own resident-run Social Club. Since its formation in March 1999 it has run half day & full day outings: Tuesday Night Bingo Club; Friday Cards afternoon; Drop In Centre; Sunday Musical evenings; Fundraising events / parties.

There are major works on site during 2005 which may take 18 months-2 years.

Local Leisure Facilities:
Queen Mother Sports Centre; Abbey Community Centre (offers minibus pickup). 2 Day Centres; Sherborne Centre (Age Concern); Bingo Hall; Dryburgh Hall.
Pickering House Ground Floor
(Supported Housing)

The Accommodation:
- Number of flats: 18 (all studios)
- Non-residential Scheme Manager-based at 155, Westbourne Terrace, W2 5RH
- No Lifts

All flats are self-contained and have
- Central heating
- Community alarm

Flats situated on the first floor are offered to people aged 50 years and over.

Rents are inclusive of heating and hot water charges and water rates.

Local Amenities:
- 750 yards away
- 750 yards away
- 7, 23, 27, 36 and 70
- Queensway (Central Line)
  Bayswater (Circle / District
  Lines) Royal Oak (Hammersmith &
  City Line) Paddington (Bakerloo
  Line)
- Hallfield Clinic, Pickering House,
  Hallfield Estate, W2; Garway Road
  Surgery, 2 Garway Road, W2

Scheme Facilities:
Communal garden.

Scheme Activities:
Coffee mornings.

Local Leisure Facilities:
Leonora, Elgin and Thomas Day Centres; Porchester Leisure Centre in Queensway; Bingo, games arts & crafts in Pickering House Community Hall; Adult Education Centre; Kensington Gardens & Hyde Park; Coffee mornings; West End Theatres; Cinema in Whiteleys Shopping Centre.
5 Queensborough Terrace (Supported Housing)

Bayswater, London, W2 3TA
020 7641 4449

Local Amenities:
- 250 yards away
- 7, 12, 23, 27 and 36
- Queensway (Central Line)
- Bayswater (Circle / District Lines)
- Royal Oak (Hammersmith & City Line)
- Paddington (Bakerloo Line)
- Hallfield Clinic, Pickering House,
  Hallfield estate, W2; Garway Road
  Surgery, Garway Road, W2; St.
  Mary’s Hospital, Praed Street, W2

The Accommodation:
- Number of flats: 20 (11 studio and
  9 one bedroom flats)
- Non-residential Scheme Manager
  based at 155, Westbourne Terrace,
  W2 5RH
- Lift to all floors

All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot
water charges and water rates.

Scheme Facilities:
There are no scheme facilities.

Scheme Activities:
Coffee morning held at Pickering House.

Local Leisure Facilities:
Leonora, Elgin and Thomas Day Centres; Advice and Drop in Centres;
Porchester Leisure Centre in
Queensway; Bingo, games, arts &
crafts at Pickering; House Community
Hall; Adult Education Centre;
Kensington & Hyde parks; West End
Theatres; Cinema in Whiteleys
Shopping Centre.
Wharncliffe Gardens Estate  
(Supported Housing)

The Accommodation:
- Number of flats: 78 (76 one bedroom and 2 two bedroom flats)
- Scheme Manager based on the estate at Pinner Court
- No Lift
- 5 flats suitable for wheelchair users

The flats are situated across several blocks on the Estate. The flats are on the ground and first floor. Most ground floor flats have gardens. All flats have
- Central heating
- Community alarm

Rents are inclusive of heating and hot water charges and water rates.

Local Amenities:
- 500 yards away
- 6,16, 98, 139 and 189
- None within walking distance.

Lisson Grove Health Centre, Gateforth Street, London, NW8; Compton Street Medical Centre

Scheme Facilities:
Shared with Pinner Court; community Hall; common room at Pinner Court; kitchen.

Scheme Activities:
Residents share the many and varied activities of the Pinner Court scheme (see Pinner Court).

Local Leisure Facilities:
Seymour Leisure Centre; Drop-in Centre in Church Street; Cinema in Baker Street; Regents Park; London Zoo; Age Concern in Frampton Street; Lords Cricket Ground; Park next to St. Johns Wood Church; Bingo at Church of Our Lady.
Housing Profile

Amberley Estate (Supported 50+ Housing)

Charfield Court London, W9
020 7641 4333
Little Venice

Local Amenities:
Approx a ¼ of a mile away.
Approx a ¼ of a mile away.
6, 18 and 46
Warwick Avenue (Bakerloo Line)
265 Harrow Road, W2; 4 Lanark Road, W9; 2 on Elgin Avenue, W9

The Accommodation:

- Number of flats: 63
  (all one bedroom)
- Resident Scheme Manager

The flats are in 5 blocks throughout the estate. The supported units are on the ground and first floor of each block (with some on the second floor in Charfield). All flats are self-contained and have

- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates

Scheme Facilities:
The following facilities are available in the Club Room on the estate: lounge / meeting room; kitchen.

Scheme Activities:
Coffee mornings; housing surgery; lunches; Bingo Cinema club; outings; Games afternoon.

Local Leisure Facilities:
Adult Education Centre, Amberley Road; Leonora Day Centre; Porchester Baths; Whiteleys Shopping Centre; Local Cinema, Whiteleys Shopping Centre; 2 small local parks; Citizens Advice Bureau on Harrow Road.
Bridgefield House
(Supported 50+ Housing)

The Accommodation:
- Number of flats: 20 (8 studio, 11 one bedroom and 1 two bedroom flats)
- Non-residential Scheme Manager based at 155 Westbourne Terrace
- Lift to all floors
- Not suitable for wheelchair users

All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Flats in this block will be offered to people aged 50 years and over. Rents are inclusive of heating and hot water charges and water rates.

Local Amenities:
- 200 yards away
- 200 yards away
- 7, 12, 23, 27, 36, and 88
- Queensway (Central Line); Bayswater (Circle / District Lines)
- Hallfield Clinic; Garway Road Surgery

Scheme Facilities:
There are no Scheme facilities.

Scheme Activities:
Coffee mornings.

Local Leisure Facilities:
Elgin and Thomas Day Centre; Leonora Day Centre; Porchester Leisure Centre, Queensway, W2; Whiteleys Shopping Centre; Local cinema, Whiteleys Shopping Centre; Bingo, Community Hall, Pickering House.
Charlwood House
(Supported 50+ Housing)

Vauxhall Bridge Road, London, SW1
020 7834 5157
Lillington & Longmoore Gardens

Local Amenities:
- 250 yards away
- 250 yards away
- 2, 24 and 36
- Pimlico (Victoria Line)
- South Westminster Centre
  For Health
  Westminster Medical Centre

The Accommodation:
- Number of flats: 48 (29 studio and 19 on bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- Studios suitable for semi-mobile wheelchair users

All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

These flats are offered to people aged 50 years and over. Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
Communal garden.

Scheme Activities:
Weekly coffee mornings.

Local Leisure Facilities:
Pullen Special Needs Centre; Queen Mother Sports Centre; Abbey Community Centre; Pimlico & St. James Libraries; A number of local theatres; St. James Park and other local parks; Bingo hall in Lupus Street; Advice Centre in Tachbrook Street.
Hughenden House (Supported 50+ Housing)

The Accommodation:
- Number of flats: 52 (one bedroom)
- Resident Scheme Manager
- Lift to all floors
- Suitable for semi-mobile wheelchair users

All the flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.

Local Amenities:
- 500 yards away
- 250 yards away
- 139 and 189
- Marylebone (Bakerloo Line)
- Edgware Road (Bakerloo / Circle / District Lines)
- Lisson Grove Health Centre; Gateforth Street, London, NW8

Scheme Facilities:
Communal garden; 2 residents’ lounges; laundry.

Scheme Activities:
Bingo; coffee mornings.

Local Leisure Facilities:
Church Street Day Centre.
Lambourne House (Supported 50+ Housing)

100 Broadley Street, London, NW8 8DN
020 7641 5407
Church Street

Local Amenities:
- 150 yards away
- 150 yards away
- 6, 16, 36, 27 and 98
- Edgware Road (Bakerloo / District / Circle Lines)
- Lisson Grove Health Centre, Gateforth Street, NW8;
  Crompton Medical Centre, Crompton Street, W12

The Accommodation:
- Number of flats: 62 (11 Studio and 51 one bedroom flats)
- Lift to all floors
- 3 flats are suitable for permanent wheelchair users
- 7 flats are suitable for semi-mobile wheelchair users

A community alarm is fitted in 60 flats. All flats are self-contained and have
- Central heating
- Community alarm

Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
There are no scheme facilities. Residents can use facilities at Glarus Court.

Scheme Activities:
Activities as at Glarus Court.

Local Leisure Facilities:
Church Street Drop In Centre; Luncheon Club; Broadley Street access to Park; Advice sessions are 1 mile from block.
Housing Profile

Missenden House (Supported 50+ Housing)

Lisson Green Estate, Lisson Grove, London, NW8
020 7641 4116
Lisson Green

Local Amenities:
- 500 yards away
- Easy walking distance
- 139 and 189
- Marylebone (Bakerloo Line)
  Edgware Road (Bakerloo / District / Circle and Hammersmith & City Lines)
- Lisson Grove Health Centre, Gateforth Street, London NW8

The Accommodation:
- Number of flats: 65 (one bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- One flat is suitable for a permanent wheelchair user

All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.

Scheme Facilities:
2 residents’ lounges; laundry.

Scheme Activities:
Bingo, coffee mornings, film club.

Local Leisure Facilities:
Quizzes at local tenant’s hall;
Bingo in tenant’s hall;
Outings Age Concern Centre.
Housing Profile

Parkinson House (Supported 50+ Housing)

Tachbrook Street, London, SW1
020 7641 5913
Lillington & Longmoore Gardens

Local Amenities:
- 400 yards away
- 400 yards away
- 2, 24, 36 and 185
- Pimlico (Victoria Line)
- South Westminster Centre for Health, 82 Vincent Sq
  Westminster Health Centre
  15 Denbigh St.
  Victoria Medical Centre,
  7 Longmoore St.

Scheme Facilities:
Access to communal garden near block.

Scheme Activities:
Weekly coffee morning; monthly advice clinic.

Local Leisure Facilities:
Pullen Day Centre (Age Concern); Bingo Hall; Coffee mornings at Lillington Garden Estate; Drop In Centre in Carey Place; Queen Mother Sports Centre; All venues are wheelchair accessible, except the Citizens Advice Bureau in Tachbrook Street which has steps up to the entrance.

The Accommodation:
- Number of flats: 98 (studios and one bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- Some flats suitable for semi-mobile wheelchair users.

All flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of heating and hot water charges and water rates.
**Housing Profile**

### Pickering House First Floor
(Supported 50+ Housing)

- **Hallfield Estate, London, W2**
- **020 7641 4449**
- **Bayswater**

#### Local Amenities:
- 750 yards away
- 750 yards away
- 7, 23, 27, 36 and 70
- Queensway (Central Line)
  - Bayswater (Circle / District Lines)
  - Royal Oak (Hammersmith & City Line)
  - Paddington (Bakerloo Line)
- Hallfield Clinic, Pickering House, Hallfield Estate, W2; Garway Road Surgery, 2 Garway Road, W2

#### The Accommodation:
- Number of flats: 18 studio flats
- Non-residential Scheme Manager based at 155, Westbourne Terrace, W2 5RH
- No Lifts
- The ground floor flats are wheelchair accessible. All flats are self-contained and have
  - Central heating
  - Community alarm
- Flats on the first floor are offered to people aged 50 years and over. Rents are inclusive of heating and hot water charges and water rates.

#### Scheme Facilities:
- Communal garden.

#### Scheme Activities:
- Coffee morning.

#### Local Leisure Facilities:
- Leonora, Elgin and Thomas Day Centres; Porchester Leisure Centre in Queensway; Bingo, games arts & crafts in Pickering House Community Hall; Adult Education Centre; Kensington Gardens & Hyde Park;
- Coffee mornings; West End Theatres; Cinema in Whiteleys Shopping Centre.
Housing Profile

Ada Court - Central and Cecil (Supported Housing)

10–16 Maida Vale, London, W9 1TD
020 7286 3535

Local Amenities:
- 100 yards away
- 100 yards away
- 16, 46 and 98
- Maida Vale and Warwick Avenue
- Lisson Grove Health Centre, Church Street

The Accommodation:
- Number of flats: 211 (146 studios and 65 one bedroom flats)
- Resident Caretaker
- Lift to all floors
- 5 flats are suitable for permanent wheelchair users

All the flats are suitable for semi-mobile wheelchair users.
All flats have
- Communal central heating
- Piper alarm
- Door entry system

‘Out of hours’ calls are connected to a central control system.

Rents are exclusive of service charges.

Scheme Facilities:
T.V. lounge; library; separate kitchen; hairdressing room; laundry room; communal garden/paved patio area; large dining room; large function room at roof terrace level; IT room.

Scheme Activities:
Bingo; luncheon club; afternoon teas; jumble sales; social visits; active social club; Local Leisure Facilities; Regents Park and Hyde Park are 10–15 minutes away; Little Venice for canal trips is nearby.
Anchor Court - Anchor Housing Association (Supported Housing)

2 Carey Place, 40/44 Vauxhall Bridge Rd, London SW1V 2RT
020 7630 6147

Local Amenities:
- 150 yards away
- 350 yards away
- 2, 26 and 185
- Pimlico (Victoria)
- Victoria Medical Centre, 7 Longmoore Street, SW1V
- South Westminster Centre for Health, 82 Vincent Square
- Westminster Health Centre, 15 Denbigh St.

The Accommodation:
- 48 (34 studios and 13 one bedroom flats)
- Scheme Manager
- Lift to all floors
- Wheelchair accessible
All flats have
- Central heating
- Anchorcall alarm
- Door entry phone system

Rents are inclusive of service charges, heating, hot water and water rates.

Scheme Facilities:
Lounge; kitchen; laundry room; communal patio area; assisted bathing room; shopping bus; hairdressing room.

Scheme Activities:
Coffee mornings; afternoon teas; monthly social event concerts.

Local Leisure Facilities:
Queen Mother’s Sports Centre; St. Margaret’s Drop-in Centre for lunches, keep-fit sessions, craft classes and outings, etc.; Lillington Gardens Social Club for bingo; Millbank Gardens are 350 yards away; The Pullen Centre, run by Age Concern, provides transport for the housebound and disabled, lunches and bathing services.
Barbara Brosnan Court - Servite Housing Association (Supported Housing)

46 Grove End Road, St. Johns Wood, London NW8 9NP
020 7289 3896

Local Amenities:
- 10 minutes walk away
- 10 minutes walk away
- 187, 82, 13
- St. Johns Wood (Jubilee)
- Wellington Health Centre, Wellington Road; Dr. Abadi, St. Anne’s Terrace

The Accommodation:
- Number of flats: 31 (15 studio and 16 one bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- Suitable for semi-mobile wheelchair users

All flats have
- Central heating
- Piper alarm
- Door entry system

Scheme Facilities:
Communal lounge; kitchen; laundry; communal garden.

Scheme Activities:
2 drop-ins per week; coffee mornings; fish and chip suppers; quiz nights; active tenants association; visits by hairdresser.

Local Leisure Facilities:
Regents Park is 15 minutes walk away; Church Street Market; Drop-in centre/lunch club 1 mile away at Church Street; Leisure Centre at Swiss Cottage; Cinema at Swiss Cottage; Places of worship for most denominations.
Bartlett Court - Paddington Churches Housing Association (Supported Housing)

75–77 Talbot Road, London
W2 5JN
020 7289 3931

Local Amenities:

- ½ mile away
- ½ mile away
- 28 and 31
- Westbourne Park (Hammersmith & City)
- Elgin Medical Centre Elgin Avenue, W9

The Accommodation:

- Number of flats: 10 (1 studio and 9 one bedroom flats)
- Non-resident Scheme Manager based at nearby Ernest Harris House
- Stairs to main entrance
- Lift to all floors

All the flats have

- Central heating
- Community alarm
- Door entry system

Rents are inclusive of service charges.

Scheme Facilities:

Kitchen; lounge; guest room; laundry room; communal garden/paved patio area.

Scheme Activities:

There are no scheme activities.

Local Leisure Facilities:

Porchester Centre for swimming, aerobics and gym facilities.
Christian Union Almshouses
(Supported Housing)

21 Crawford Place, London W1H 1HY
020 7263 4060

Local Amenities:
½ mile away
½ mile away
6, 16, 18, 36 and 98
Edgware Road (Bakerloo, Circle, District and Hammersmith & City)
Paddington Surgery
11 Praed Street

The Accommodation:
Number of flats: 12 one bedroom flats
No Scheme Manager
Lift to all floors
2 flats suitable for permanent wheelchair users
All the flats are suitable for semi-mobile wheelchair users.
All flats have
Storage heaters
Piper alarm
Door entry system

Scheme Facilities:
Laundry room: communal garden/paved patio area

Scheme Activities:
There are no scheme activities.

Local Leisure Facilities:
Bingo is available at the Rosary Church next door; Age Concern Advice Point at Penn House, 1 mile away; Age Concern Offices/Advice Services are at 268/272 Edgware Road, _ mile away; The Citizens’ Advice Bureau is close at hand in Westminster Council House; Drop-in Centre in Church Street, 1 mile away, offers refreshments, lunches and outings.
Davey’s Court – Peabody Trust  
(Supported Housing)

33 Bedfordbury, Covent Garden,  
London WC2N 4BW  
020 7240 5000

Local Amenities:
- Very close by Tesco Metro and others very close by  
- 6, 9, 11, 13, 15, 23, 24, 29, 77a, 91 and 176  
- Charing Cross (Bakerloo and Northern lines)
- Covent Garden Medical Centre, 47 Shorts Gardens WC2;  
Soho Centre for Health and Care, 1 Frith Street

Local Leisure Facilities:  
West End theatres and cinemas are nearby and Age Concern arrange for concessions at some performances; Actors Church Gardens are 150 yards away in Bedford Street; Embankment Gardens and St. James’s Park are ½ mile away; Age Concern Day Centre at Odhams Walk, which offers bingo, basic language classes and lunch clubs; Jubilee Hall fitness centre is 300 yards away.

The Accommodation:
- 43 (4 studio and 38 one bedroom flats)  
- Resident Scheme Manager  
- Lift to all floors  
- Suitable for semi-mobile wheelchair users  
All flats have  
- Central heating  
- Community alarm  
- Door entry system  
Rents are inclusive of service charges, heating and hot water and Supporting People charges.

Scheme Facilities:  
Laundry room; communal garden/paved patio area.

Scheme Activities:  
There are no scheme activities.
Housing Profile

Dean Abbot House - Sanctuary Housing Association (Supported Housing)

70 Vincent Street, Pimlico, London SW1P 4BS
020 7931 0904

Local Amenities:
- 600 yards away
- 600 yards away
- 2, 36
- Pimlico Station is 10-12 minutes walk away
- South Westminster Centre for Health, 82 Vincent Square
- Westminster Health Centre 15 Denbigh St.
- Victoria Medical Centre, 7 Longmoore Street, SW1V

The Accommodation:
- Number of flats: 56 (34 supported one bedroom flats)
- Resident Scheme Manager
- Lift to all floors

The supported flats have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of service charges, water rates, heating and hot water.

Scheme Facilities:
Laundry room; communal garden; 2 lounges; kitchen.

Scheme Activities:
Coffee mornings; Bingo; Jumble sales; Residents Association.

Local Leisure Facilities:
None listed.
Dora House - Central and Cecil
(Supported Housing)

60 St. Johns Road, London
NW8 7HN
020 7286 3731

Local Amenities:

½ mile away
200 yards away
13, 113 and 274
Warwick Avenue (Bakerloo) St.
Johns Wood (Jubilee)
Lisson Green Health Centre;
Abbey Road Health Centre;
Wellington Road Health Centre;
Circus Road Health Centre

The Accommodation:

Number of flats: 202 (157 studio and 45 1 bedroom flats)
Scheme Manager, 1 Residential Assistant Scheme Manager, 1 Assistant Scheme Manager Resident Caretaker
Lift to all floors
3 flats suitable for permanent wheelchair users

All the flats are suitable for semi-mobile wheelchair users.
All the flats are self-contained and have
Central heating
Piper alarm
Door entry system
‘Out of hours’ calls are connected to a central control system.

Rents are exclusive of service charges

Scheme Facilities:
Television room; library; separate quiet room; hairdressing room; kitchen; laundry room; communal garden/paved patio area; large lounge and dining room; IT room.

Scheme Activities:
Jumble sales; bingo; keep-fit sessions; choir; musical appreciation; play reading; Spanish classes; Lunch clubs–meals served daily.

Local Leisure Facilities:
Drop-in Centre 1 mile away at Church Street.
Housing Profile

Edna House - Central and Cecil (Supported Housing)

Norfolk Square, Paddington, London W2 1RY
020 7723 0686
Paddington

Local Amenities:
- 250 yards away
- 250 yards away
- 23, 27 36 and 715
- Paddington (Circle, District, Bakerloo and Hammersmith & City)
- Milne House Medical Centre, Norfolk Sq. W2

The Accommodation:
- 57 (56 studios and 1 one bedroom flats)
- Non-resident Scheme Manager
- Non-resident part time Caretaker
- Lift to all floors
- Suitable for semi-mobile wheelchair users

All the flats are self-contained and have
- Central heating
- Piper alarm
- Door entry system

‘Out of hours’ calls are connected to a central control system.

Rents are exclusive of service charges

Scheme Facilities:
Common room/television room; laundry room; communal paved patio area.

Scheme Activities:
Bingo; film shows; regular parties with food, drink and entertainment.

Local Leisure Facilities:
Norfolk Square is adjacent and is popular with residents; Hyde Park is 10–15 minutes away.
Eileen Anderson Court – Bethnal Green and Victoria Park Housing Association (Supported Housing)

**The Accommodation:**
- Number of flats: 23 (all one bedroom)
- Resident Scheme Manager
- Lift to all floors

All the flats are self-contained and have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of service charges.

**Local Amenities:**
- 100 yards away
- 100 yards away
- 24, C10, Hospital buses & others
- Pimlico (Victoria)
- Victoria Medical Centre, 7/11 Longmoore Street;
- South Westminster Centre for Health, 82 Vincent Square
- Westminster Health Centre
- 15 Denbigh St.

**Scheme Facilities:**
Lounge; kitchen; laundry room; communal garden and patio area.

**Scheme Activities:**
Coffee mornings; keep-fit classes; pool/snooker; table tennis.

**Local Leisure Facilities:**
Queen Mother’s Sports Centre for swimming; Abbey Community Centre for Bingo; Dial-a-Ride is available for shopping trips every Wednesday.
Ellis Franklin Court - Bnai Brith JBG
Housing Association (Supported Housing)

35 Abbey Road, London
NW8 0AT
020 7328 5563

Local Amenities:
- 100 yards away
- 100 yards away
- 139 and 189
- St. Johns Wood (Jubilee)
- Abbey Road Medical Centre, NW8

The Accommodation:
- Number of flats: 28 (studio and one bedroom flats)
- Resident Scheme Manager
- Lift to all floors

All the flats have
- Central heating
- Piper alarm
- Door entry system

Rents are inclusive of Supporting People charges.

Scheme Facilities:
Lounge; specialised bathing facilities; laundry room; communal garden/paved patio area.

Scheme Activities:
Card games; birthday/anniversary parties.

Local Leisure Facilities:
Age Concern in St. Johns Wood High Street.
Ernest Harriss House - Paddington
Churches Housing Association (Supported Housing)

Profile of Housing Schemes In Westminster

61 Elgin Avenue, London W9 2 BX
020 7289 3931
Maida Vale

Local Amenities:
- ½ mile away
- Lift to all floors
- 1⁄2 mile away
- 6, 28, 31, 26 and 46
- Maida Vale (Bakerloo) Westbourne Park (Hammersmith & City Line)
- Elgin Avenue, W9

The Accommodation:
- 61 (33 studios and 28 one bedroom flats)
- Scheme Manager
- Lift to all floors

All the flats have
- Central heating
- Piper alarm
- Door entry system

Rents are inclusive of service charges.

Scheme Facilities:
Lounge; kitchen; laundry room; guest room.

Scheme Activities:
Regular bingo; Age Concern just a luncheon club and social activities.

Local Leisure Facilities:
Jubilee and Porchester Centres, both 1½ miles away; St. Peters Church, adjacent to the block, hold monthly coffee mornings and beetle drives; Age Concern provide social activities at their Day Centre in the basement of the block; Bingo is available at Lydford Road; Paddington Recreation Ground is ½ mile away; Westminster’s Adult Education Service is based ½ mile away in Amberley Road.
Founders House - Peabody Trust
(Supported Housing)

Aylesford Street, Pimlico, London
SW1V 3QE
020 7821 7272
Pimlico

Local Amenities:
- 400 yards away
- 100–200 yards away
- 24, C10
- Pimlico (Victoria Line)
- South Westminster Centre for Health, 82 Vincent Square
- Westminster Health Centre
- 15 Denbigh St.
- Victoria Medical Centre, 7 Longmoore St.

The Accommodation:
- 14 (all one bedroom)
- 2 flats are suitable for permanent wheelchair users 🚶
- Non-Resident Scheme Manager based at neighbouring Walston House
- Lift to all floors

All the flats have
- Central heating
- Community alarm
- Door entry system

Rents are inclusive of service, heating and hot water and Supporting People charges.

Scheme Facilities:
Communal lounge; Garden.

Scheme Activities:
Tenants meet on a monthly basis.

Local Leisure Facilities:
Citizens Advice Bureau at 140, Tachbrook Street; Queen Mother’s Sports Centre at Vauxhall Bridge Road; Drop in Centre in Carey Place, Vauxhall Bridge Road.
Greenwood Court – Network Housing Association (Supported Housing)

155 Cambridge Street, London
SW1V 4QD
020 7834 6186

Local Amenities:
- 100–200 yards away
- 100–200 yards away
- Close by
- Pimlico (Victoria Line)
- South Westminster Centre for Health, 82 Vincent Square
- Westminster Health Centre 15 Denbigh St.
- Victoria Medical Centre, 7 Longmoore St.

The Accommodation:
- 41 (19 studio and 22 one bedroom flats)
- Resident Scheme Manager
- Steps to main entrance
- Lift to all floors
- Not suitable for wheelchair users

Four of the flats are split-level maisonettes.

All the flats have
- Central heating
- Piper alarm
- Door entry system

Scheme Facilities:
Lounge; kitchen; laundry room; communal garden/paved patio area.

Scheme Activities:
Weekly social gatherings (range of activities due to expand in the near future).

Local Leisure Facilities:
Queen Mother’s Sport Centre, Vauxhall Bridge Road.
Housing Profile

13–15 Grittleton Road - Paddington
Churches Housing Association (Supported Housing)

London W9
020 7289 3931

Local Amenities:
- ½ mile away
- ½ mile away
- 6, 28, 31, 36 and 46
- Maida Vale (Bakerloo) Westbourne Park (Hammersmith & City)
- Elgin Medical Centre, Elgin Avenue, W9

The Accommodation:
- Number of flats: 10 (2 studio, 7 one bedroom and 1 two bedroom flats)
- Non- resident Scheme Manager based at Ernest Harriss House
- Lift to all floors
- Suitable for semi-mobile wheelchair users
- All flats are self-contained and have
  - Central heating
  - Community alarm
  - Door entry system

Rents are inclusive of service charges.

Scheme Facilities:
lounge and adjacent kitchenette; communal garden/paved patio area; guest room.

Scheme Activities:
Lounge and adjacent kitchenette; communal garden/paved patio area; guest room.

Local Leisure Facilities:
Jubilee and Porchester Centres, both 1½ miles away; St. Peters Church, adjacent to the Block, hold monthly coffee mornings and beetle drives; Age Concern provide social activities at their Day Centre across the road; Bingo is available at Lydford Road; Paddington Recreation Ground is ½ mile away; Westminster’s Adult Education Service is based ½ mile away in Amberley Road.
Hatfield House – Community Housing Association (Supported Housing)

108 Great Titchfield Street, London W1

Local Amenities:
- 100 yards away
- 100 yards away
- C2, 10, 24, 29, 73 and 135
- Great Portland Street (Circle, Hammersmith & City and Metropolitan) Goode Street (Northern)
- Cavendish Health Centre 44 New Cavendish Street

The Accommodation:
- 22 (16 one bedroom and 6 two bedroom flats)
- No Scheme Manager
- Lift to all floors
- Not suitable for wheelchair users
- All the flats have Central heating
- Piper alarm
- Door entry system

These flats are offered only to people over 60.

Scheme Facilities:
There are no communal facilities available to residents.

Scheme Activities:
There are no scheme activities.

Local Leisure Facilities:
The Clubhouse, Cleveland Street, W1.
Housing Profile

Mary Seacole House – Ujima Housing Association (Supported Housing)

29–39 Warlock Road, London W9 3LP
020 7968 4223

Local Amenities:
- 200–300 yards away
- 200–300 yards away
- 6, 18, 28, 31, 36, 46, 328
- Westbourne Park (Hammersmith & City) Queens Park (Bakerloo)
- Elgin Partnership, 38 Elgin Avenue
- Woodfield Road Medical Centre

The Accommodation:
- Number of flats: 24 (all one bedroom flats)
- Resident Scheme Manager
- 3 flats suitable for permanent wheelchair users
- Lift to all floors

All flats are self-contained and have
- Central heating
- Piper alarm
- Door entry system

Rents are inclusive of service and Supporting People charges.

Scheme Facilities:
Lounge; kitchen; laundry room; communal paved patio area.

Scheme Activities:
Afternoon tea/coffee; social club.

Local Leisure Facilities:
Pepperpot Club; Dutch Pot Club.
Pamela House - Paddington Churches Housing Association (Supported Housing)

**Profile of Housing Schemes In Westminster**

69–71 St. Michael Street, London W2 1QR

020 7289 3931

**Local Amenities:**

- 250 yards away
- 250 yards away
- 16, 46 and 98 Paddington, Edgware Road (Bakerloo, District, Circle, Hammersmith & City)
- Medical Centre Praed Street W2

**The Accommodation:**

- Number of flats: 8 (all one bedroom)
- Non - resident Scheme Manager
- Lift to all floors
- 3 flats suitable for semi-mobile wheelchair users

All the flats have

- Central heating
- Community alarm
- Door entry system

Rents are inclusive of service charges.

**Scheme Facilities:**

Communal paved patio/garden area.

**Scheme Activities:**

No organised activities are available to residents.

**Local Leisure Facilities:**

Porchester Centre for swimming, aerobics and gym facilities; Cinemas are 1 mile away at either UCI Whiteleys in Queensway or the Odeon Marble Arch; Sussex Gardens is 1/2 mile away; Hyde Park is 1 mile away; Drop-in Centre and Lunch Club at Church Street; Classes are held at Paddington Green Adult Education Centre.
Pargiter Court - Soho Housing Association (Supported Housing)

8 Ingestre Place, London
W1R 3LQ

Local Amenities:
- 400 meters away
- 250 meters away
- Several, including 14, 19 and 38
- Oxford Circus
- Tottenham Court Road
- Piccadilly Circus
- Leicester Square
- Soho Centre for Health and Care
- Soho Square

The Accommodation:
- Number of flats: 19 (studios and one bedroom flats)
- Resident part time Scheme Manager
- Lift to all floors
- Suitable for semi-mobile wheelchair users
- All the flats have
  - Central heating
  - Tunstall alarm
  - Door entry system
- Tenants have mobile alarm pendants if required.
- Rents are inclusive of service and Supporting People charges.

Scheme Facilities:
Communal lounge including a kitchen area and toilets, used for meetings and scheme activities; laundry room with washer, drier and ironing facilities; a very small communal paved basement area; Pay phone.

Scheme Activities:
Afternoon tea once a month; a Church House Group also meets in the building.

Local Leisure Facilities:
Blenheim Day Centre and Covent Garden Day Centre are each ¼ mile away; Soho Square and Golden Square are also approximately ¼ mile away; St. Anne’s, ¼ mile away in Dean Street, offers Keep Fit, a Craft Club, Teas and Lunch Clubs.
75 St. John’s Wood Terrace - St Martin-in-the-Fields Almshouse Charity (Supported Housing)

The Accommodation:
- Number of flats: 30 (studios)
- Resident Scheme Manager

The studio flats are being converted to one bedroom flats in phases.

- All the studio flats are unsuitable for wheelchair users but
- the new one bedroom flats will be suitable for permanent wheelchair users.

Each flat has
- Piper alarm
- Door entry system

Flats in this scheme can only be offered to low-income, single women aged 60 and over, living alone and who are resident in Westminster.

Local Amenities:
- ¼ mile away
- Wellington Health Centre
- Wellington Road, NW8;

Scheme Facilities:
- Lounge; laundry room; communal garden/paved patio area.

Scheme Activities:
- Mass.

Local Leisure Facilities:
- Age Concern run a local village club in Allitson Road, NW8, which is 250 yards away; Regents Park and Primrose Hill are half a mile away; Cinema at Swiss Cottage.

Westminster City Council does not have nomination rights to this scheme. If you are interested in applying, please contact the Housing Association direct.
Housing Profile

80 St. John’s Wood Terrace -
St. Marylebone Almshouses (Supported Housing)

- London NW8 6QA
- 020 7722 0696

Local Amenities:
- 1/4 mile away
- 1/4 mile away
- 13, 46, 82, 113, 157, and 189
- St. John's Wood (Jubilee)
- Wellington Health Centre
  - Wellington Road, NW8; Lisson Grove Health Centre Church Street

The Accommodation:
- Number of flats: 20 (all one bedroom flats)
- Resident Scheme Manager
- No Lift
- 10 flats suitable for semi-mobile wheelchair users
- Not suitable for permanent wheelchair users
- All the flats have
  - Central heating
  - Piper alarm

This accommodation can only be offered to people of pensionable age who have resided and/or worked in Westminster City Council for at least 10 years and who are approved by the St. Marylebone Almshouse Trustees.

Rents are inclusive of heating and hot water and Supporting People charges.

Westminster City Council does not have nomination rights to this scheme.
If you are interested in applying, please contact the Housing Association direct.

Scheme Facilities:
Lounge; kitchen; laundry room; large communal garden.

Scheme Activities:
Coffee mornings; Roman Catholic Mass; Occasional outside visits.

Local Leisure Facilities:
Age Concern run a local village club in Alliston Road, NW8, which is 250 yards away; Regents Park and Primrose Hill are half a mile away.
The Accommodation:
- Number of flats: 31 (4 one bedroom and 27 two bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- 7 flats suitable for semi-mobile wheelchair users
- Not suitable for permanent wheelchair users
All the flats have
- Central heating
- Alarm system
- Door entry system
All flats are privately owned, with a 116-year lease.
The service charge is currently £177 per month.

Scheme Facilities:
A communal garden/paved patio area is provided for the residents to use.

Local Amenities:
- 10 minute walk away
- General store immediately adjacent to scheme; other shops are 10 minutes away
- 139, 189, 98, 16, 6
- St. Johns Wood (Jubilee) Warwick Avenue (Bakerloo)
- Lisson Grove Health Centre
- Church Street

Scheme Activities:
Christmas Party; No activities are provided to residents within the scheme. The residents prefer to organise their own individual lifestyles.

Local Leisure Facilities:
Drop-in Centre in Church Street, NW8, offering coffee and tea; Regents Park is 15 minutes walk away; Libraries at Church street and St. Johns Wood; Lords Cricket Ground.
Housing Profile

Walston House - Peabody Trust
(Supported Housing)

Aylesford Street London
SW1V 3RL
020 7821 7272

Local Amenities:

- 400 yards away
- 100–200 yards away
- 24, C10
- Pimlico
- South Westminster Centre for Health, 82 Vincent Sq.

The Accommodation:

- Number of flats: 21 (18 studio and 3 one bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- Suitable for semi-mobile wheelchair users
- All the flats have
  - Central heating
  - Alarm system
  - Door entry system

Rents are inclusive of service; heat and hot water; Supporting People charges.

Scheme Facilities:

The residents of Walston House share the communal lounge and garden of the neighbouring scheme at Founders House.

Scheme Activities:

Tenants meet on a monthly basis.

Local Leisure Facilities:

Citizens Advice Bureau at 140 Tachbrook Street; Queen Mother’s Sports Centre, Vauxhall Bridge Road; Drop in Centre in Carey Place, Vauxhall Bridge Road.
The Accommodation:

- Number of flats: 34
  (31 one bedroom and 3 two bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- Suitable for semi-mobile wheelchair users

All the flats have

- Central heating
- Piper alarm
- Door entry system

Local Amenities:

- 100 yards away
- 100 yards away
- 18, 28 and 31
- Westbourne Park (Hammersmith & City)
- Woodfield Medical Centre;
  The Elgin Partnership,
  38 Elgin Avenue

Scheme Facilities:

- Lounge; kitchen; laundry room;
  communal garden/paved patio area.

Scheme Activities:

- Visits by a hairdresser; coffee mornings;
  bingo; Well Peoples Group; social evenings;
  occasional Sunday Roast.

Local Leisure Facilities:

- Various activities are provided at the
  Elgin Centre and the Leonora Day Centre.
Wolfson House – Sanctuary Housing Association (Supported Housing)

70–78 St. George’s Drive, Pimlico, London SW1V 4BY
020 7834 8108
Pimlico

Local Amenities:
- 300 yards away
- 300 yards away
- 24
- Pimlico (Victoria)
- Westminster Health Centre
  15 Denbigh St.
  Victoria Medical Centre,
  7 Longmoore St.

The Accommodation:
- 35 (4 studios, 16 one bedroom and 1 two bedroom flats)
- Resident Scheme Manager
- Lift to all floors
- Not suitable for wheelchair users
- All the flats have
  - Community alarm
  - Door entry system
- Rents are inclusive of service charges, water rates and heating

Scheme Facilities:
Two lounges; a kitchen; laundry room; communal garden/paved patio area; guest room (2 bed with en suite facilities).

Scheme Activities:
Monday luncheon club; Friday whist drive; Sunday afternoon tea.

Local Leisure Facilities:
Pullen Centre in Moreton Street is 10 minutes walk away; Citizens Advice Bureau at 140 Tachbrook Street.
## Quick guide to schemes

**by type of provision, postcode and suitability for wheelchair users**

### NW1

<table>
<thead>
<tr>
<th>Scheme Name</th>
<th>Address</th>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glarus Court</td>
<td>1-9 Stalbridge St.</td>
<td>Extra Care</td>
<td>1 flat suitable for permanent wheelchair user</td>
</tr>
<tr>
<td>Penfold Street</td>
<td>60 Penfold Street</td>
<td>Extra Care</td>
<td>All flats suitable for permanent wheelchair users</td>
</tr>
<tr>
<td>(Notting Hill Housing Trust – RSL)</td>
<td>Penn House: Lisson Grove</td>
<td>Sheltered</td>
<td>Not suitable</td>
</tr>
<tr>
<td>Pinner Court</td>
<td>Wharncliffe Gardens Est</td>
<td>Sheltered</td>
<td>Not suitable</td>
</tr>
<tr>
<td>Barbara Brosnan Court</td>
<td>42 Grove End Rd</td>
<td>Supported</td>
<td>All flats suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Chequers House</td>
<td>Lisson Grove</td>
<td>Supported</td>
<td>Not Suitable</td>
</tr>
<tr>
<td>Dora House</td>
<td>60 St. Johns Rd</td>
<td>Supported</td>
<td>3 flats suitable for permanent wheelchair users, all flats suitable for semi-mobile wheelchair users</td>
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<tr>
<td>Ellis Franklin Court</td>
<td>35 Abbey Road</td>
<td>Supported</td>
<td>Not suitable</td>
</tr>
<tr>
<td>Wharncliffe Gardens Estate</td>
<td>Ashby, Birchvale, Brackley, Castleford, Helsby, Hucknall and Pennyford</td>
<td>Supported</td>
<td>5 flats are suitable for wheelchair users</td>
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<tr>
<td>Hughenden House</td>
<td>Lisson Grove</td>
<td>Supported</td>
<td>Suitable semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Lambourne House</td>
<td>100 Broadley St</td>
<td>Supported</td>
<td>3 flats suitable for permanent wheelchair users, 7 flats suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Missenden House</td>
<td>Lisson Grove</td>
<td>Supported</td>
<td>1 flat suitable for permanent wheelchair users, all others suitable for semi-mobile wheelchair users</td>
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<tr>
<td>75 St. John’s Wood Terrace</td>
<td>(St. Martin-in-the-Fields Almshouse Charity – RSL)</td>
<td>Supported</td>
<td>One bedroom flats suitable for permanent wheelchair users</td>
</tr>
<tr>
<td>80 St. John’s Wood Terrace</td>
<td>(St. Marylebone Almshouses – RSL)</td>
<td>Supported</td>
<td>10 flats are suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Storey Court</td>
<td>39 St. John’s Wood Rd</td>
<td>Supported</td>
<td>7 flats are suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>SW1</td>
<td>Sheltered</td>
<td>Supported</td>
<td>Supported</td>
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<tr>
<td>Darwin House: 104 Grosvenor Road (WCC)</td>
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<td></td>
<td>All flats suitable for semi-mobile wheelchair users</td>
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<tr>
<td>Anchor Court: 2 Carey Place (Anchor HA - RSL)</td>
<td></td>
<td></td>
<td>1 flat suitable for permanent wheelchair users, all flats suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Dean Abbot House: 70 Vincent St (Sanctuary HA – RSL)</td>
<td></td>
<td></td>
<td>Not suitable</td>
</tr>
<tr>
<td>Eileen Anderson Court: Johnsons Place (Bethal Green and Victoria Park HA – RSL)</td>
<td></td>
<td></td>
<td>Suitable or adaptable for permanent wheelchair users</td>
</tr>
<tr>
<td>Founders House: Aylesford St (Peabody Trust – RSL)</td>
<td></td>
<td></td>
<td>2 flats suitable for permanent wheelchair users, 12 flats suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Glastonbury House: Warwick Way (WCC)</td>
<td></td>
<td></td>
<td>Not suitable</td>
</tr>
<tr>
<td>Greenwood Court: 155 Cambridge St (Network HS – RSL)</td>
<td></td>
<td></td>
<td>Not suitable</td>
</tr>
<tr>
<td>Walston House: Aylesford Street (Peabody Trust – RSL)</td>
<td></td>
<td></td>
<td>All flats are suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Charlwood House: Vauxhall Bridge Rd (WCC)</td>
<td></td>
<td></td>
<td>Not suitable</td>
</tr>
<tr>
<td>Parkinson House: Tachbrook Street (WCC)</td>
<td></td>
<td></td>
<td>Not suitable</td>
</tr>
<tr>
<td>Wolfson House: 70-78 St. George's Drive (Sanctuary HA – RSL)</td>
<td></td>
<td></td>
<td>Not suitable</td>
</tr>
</tbody>
</table>
**W1**

<table>
<thead>
<tr>
<th>Location</th>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fitzrovia Court:</strong> 24 Carburton St (WCC)</td>
<td>Sheltered</td>
<td>Some adapted flats suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td><strong>MacIntosh House:</strong> 54 Beaumont St (WCC)</td>
<td>Sheltered</td>
<td>Not suitable</td>
</tr>
<tr>
<td><strong>Christian Union Almshouses:</strong> 21 Crawford Place (RSL)</td>
<td>Supported</td>
<td>2 flats are suitable for permanent wheelchair users, all flats are suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td><strong>Hatfield House:</strong> 108 Great Titchfield St (Community HA – RSL)</td>
<td>Supported</td>
<td>Not suitable</td>
</tr>
<tr>
<td><strong>Pargiter Court:</strong> 8 Ingestre Place (Soho HA – RSL)</td>
<td>Supported</td>
<td>All flats are suitable for semi-mobile wheelchair users</td>
</tr>
</tbody>
</table>

**W2**

<table>
<thead>
<tr>
<th>Location</th>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Devonshire House:</strong> Adpar St (WCC)</td>
<td>Sheltered</td>
<td>Several flats suitable for permanent wheelchair users and all are suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td><strong>Bartlett Court:</strong> 75-77 Talbot Rd (Paddington Churches HA – RSL)</td>
<td>Supported</td>
<td>Not suitable</td>
</tr>
<tr>
<td><strong>Edna House:</strong> Norfolk Square (Central and Cecil – RSL)</td>
<td>Supported</td>
<td>All flats are suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td><strong>Pamela House:</strong> 69-71 St. Michael St (Paddington Churches HA – RSL)</td>
<td>Supported</td>
<td>3 flats are suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td><strong>5 Queensborough Terrace:</strong> Bayswater (WCC)</td>
<td>Supported</td>
<td>Not suitable</td>
</tr>
<tr>
<td><strong>Bridgefield House:</strong> Queensway (WCC)</td>
<td>Supported 50+</td>
<td>Not suitable</td>
</tr>
<tr>
<td><strong>Pickering House:</strong> Queensway (WCC)</td>
<td>Supported 50+</td>
<td>Only the ground floor flats accessible to wheelchair users</td>
</tr>
</tbody>
</table>
## Quick Guide

### W9

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rayne House: 170 Delaware Rd (WCC)</td>
<td>Sheltered</td>
<td>4 semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Warren Court: Walterton Rd (WCC)</td>
<td>Sheltered</td>
<td>7 flats suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Ada Court: Maida Vale (Central and Cecil - RSL)</td>
<td>Supported</td>
<td>5 flats suitable for permanent wheelchair users, all flats suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Amberley Estate: Aldsworth, Barnwood Close, Charfield Court, Elwood Court (WCC)</td>
<td>Supported</td>
<td>Not suitable</td>
</tr>
<tr>
<td>Ernest Harriss House: 61 Elgin Avenue (Paddington Churches HA – RSL)</td>
<td>Supported</td>
<td>Not suitable</td>
</tr>
<tr>
<td>13-15 Grittleton Rd (Paddington Churches HA – RSL)</td>
<td>Supported</td>
<td>All flats are suitable for semi-mobile wheelchair users</td>
</tr>
<tr>
<td>Mary Seacole House: 29-39 Warlock Rd (Ujima HA – RSL)</td>
<td>Supported</td>
<td>3 flats are suitable for permanent wheelchair users</td>
</tr>
<tr>
<td>Waterside Court: 35 Fermoy Road (Network HA – RSL)</td>
<td>Supported</td>
<td>3 flats are suitable for permanent wheelchair users, all flats suitable for semi-mobile wheelchair users</td>
</tr>
</tbody>
</table>

### W10

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juniper House: Avenue Gardens (WCC)</td>
<td>Sheltered</td>
<td>All flats suitable for semi-mobile wheelchair users</td>
</tr>
</tbody>
</table>

### W11

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardy House: 64 Great Western Road (WCC)</td>
<td>Sheltered</td>
<td>All flats suitable for semi-mobile wheelchair users</td>
</tr>
</tbody>
</table>

### WC2

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daveys Court: 33 Bedfordbury (Peabody Trust – RSL)</td>
<td>Supported</td>
<td>All flats are suitable for semi-mobile wheelchair users</td>
</tr>
</tbody>
</table>
There are a number of voluntary organisations in Westminster, which provide services to older people. Services range from information and advice agencies to drop-in day centres, which provide lunches and social activities. We have included a list of some of the organisations operating in Westminster, although you may find that there are other services that are available locally.
Contact list of voluntary organisations

• Voluntary Sector Contacts
  Voluntary Action Westminster (VAW)
  37 Chapel Street,
  London NW1 5DP.
  Tel: 020 7723 1217

Umbrella organisation for voluntary and social sector. If you are unable to find the organisation you want from the ones listed, VAW may be able to help.

• WELDIS
  This is a computer database for people with: disabilities; older people and their carers, it lists information on services in Westminster. WELDIS is now available in a large number of places in Westminster, including One Stop Services, Westminster’s public libraries, ‘Age Concern’ and ‘Voluntary Action Westminster’, a range of hospitals and medical centres. There is a WELDIS website, the address is www.westminster.org.uk/socialservices/weldis

  The database provides information on:
  access • advice services • benefits
council services • health services
leisure equipment housing
transport and travel • specific disabilities and illnesses

• Age Concern – Westminster
  268–272 Edgware Road,
  London W2 1DS.
  Tel: 020 7724 6930

  Provides help and advice for the elderly, including bereavement counselling and advice on benefit entitlements.

• Citizens’ Advice Bureau
  Free confidential advice and information on the telephone, at drop-in sessions and by appointment on welfare rights, housing and other personal and social problems.

  The general number for advice, details of drop-in sessions and to make appointments is 0870 126 4040. General information is also available on the CAB website www.adviceguide.org.uk

  Pimlico: 140 Tachbrook Street, London, SW1V 2NE
  Paddington: 441 Harrow Road, London, W10 4RE
  Marylebone: Westminster Council House, Marylebone Road, London NW1 5PT

• Westminster Advocacy Service
  Senior Residents
  St. Anne’s Church,
  55 Dean Street,
  London, W1D 6AF
  Tel: 020 7439 3131

  Provides an advocacy service for older people who use housing, health care and Social and Community Services. An advocate will act on your behalf and enable your wishes to be heard.

• Carers’ Network Westminster
  Office 8,
  Beethoven Centre
  Third Avenue
  London W10 4JL.
  Tel: 020 8960 3033

  Provides information on services and welfare benefits to people looking after their infirm and elderly relatives and friends. Runs several Carers’ Groups.
• **Neighbourcare St. John’s Wood and Maida Vale**  
  25 St. Edmunds Terrace,  
  London NW8 7PY.  
  Tel: 020 7586 0770  
  Aims to provide friendly (non-specialist) help to lonely and distressed people throughout NW8 and nearby parts of W9, W2, NW1 and NW6.

• **All Souls Clubhouse**  
  141 Cleveland Street,  
  London, W1T 6QG.  
  Tel: 020 7387 1360  
  Over 60’s Day Centre Project. Provides lunches and a regular programme of activities. There is a small membership subscription.

• **Chinese Community Centre**  
  28–29 Gerrard Street,  
  London WD 6JP.  
  Tel: 020 7439 3822  
  Advice on housing, welfare and other services for the Chinese community, using Chinese speaking staff. Advice service Sun- Thurs 11.00am-5.00pm by appointment.

• **Church Street Drop-In Centre**  
  10 Church Street,  
  London, NW8 8ED.  
  Tel: 020 7723 1104  
  Day Centre for older people. There is a cooked lunch daily, with refreshments throughout the day, Monday to Friday. The Centre organises outings and daytrips and also provides advice on welfare benefits etc. and support.

• **Central London Dial-A-Ride**  
  Hathaway House,  
  7d Woodfield Road,  
  London, W9 2BA.  
  Tel: 020 7266 6100  
  Provide pre-booked door to door transport for people with a disability.

• **Dutch Pot Lunch Club**  
  Fernhead Road Methodist Church,  
  Fernhead Road,  
  London, W9 3EA.  
  Tel: 020 8960 4357/8969/3163  
  Lunch and social club for older Afro-Caribbeans. Office hours Mon-Fri 9.30am-5.30pm. Provides health and social care, advocacy and advice service.

• **St. Margaret’s Drop-In Centre**  
  1 Carey Place,  
  40–44 Vauxhall Bridge Rd  
  London, SW1V 2RT.  
  Tel: 020 7821 1621  
  Drop-in centre, which also provides information on welfare rights, counselling, activities, outings, hairdressing, keep fit and crafts. Cooked lunches at reasonable prices every weekday. Over 50s who are unemployed or retired are welcome. The Centre is open Monday to Friday from 10.30am–4.30pm.
• Berkeley Street Club  
West London Synagogue,  
33 Seymour Place,  
Tel: 020 7723 4404  
Day centre – activities include:  
discussion group, keep fit  
and entertainment. Meets on Monday  
and Tuesdays from 10.00am–2.45pm  
when a 3-course kosher lunch is served.  
For more information, please call when  
the club is open.

• Contact The Elderly  
15 Henrietta Street,  
Covent Garden,  
London WC2E 8QH  
Freephone Tel: 0800 716543  
www.contact-the-elderly.org  
Aims to alleviate the isolation and  
loneliness of elderly people by organising  
volunteers to provide a continuing  
monthly link by taking the elderly to a  
volunteer host home for tea in  
a friendly atmosphere on a Sunday.

• Elderly Accommodation Counsel  
3rd Floor,  
89 Albert Embankment,  
London SE1 7TP  
Tel: 020 7820 1343  
Provides an independent national  
information and advice service, covering  
all available accommodation options for  
older people. Telephone service only, no  
personal callers.

• Queens Park Bangladeshi  
Association  
Office 1,  
Beethoven Centre,  
Third Avenue,  
London W10 4JL  
Tel: 020 8698 1177  
Advice sessions are available in housing,  
welfare, immigration and education  
issues.

• Marylebone Bangladeshi Society  
19 Samford Street,  
London NW8 8ER  
Tel: 020 7724 7427  
Advice sessions (housing, welfare,  
immigration and education), adult English  
for women, mother tongue classes and  
Arabic language classes.

• Home Share  
155a Kings Road  
London SW3 5TX  
Tel: 020 7376 4558  
Provides a fee based Home Share  
service for older people who need some  
additional support. Matches up older  
people with "homesharers", who will live  
with you in your home and provide ten  
hours of practical help and  
companionship a week in return for the  
accommodation.
List of useful addresses and telephone numbers

Westminster City Council homes and estates are managed by Housing providers (see details below) on behalf of CityWest Homes Limited – a local authority controlled company of the City of Westminster.

Estate Offices:
Bayswater 020 7641 4986
Church Street 020 7641 5458
Churchill Gardens 020 7641 2105
Lillington & Longmoore Gardens 020 7641 2111
Lisson Green 020 7641 5459
Little Venice 020 7641 3722
Lydford Estate and Avenue Gardens 020 7641 4430/4431
Maida Vale 020 7641 4842
Marylebone 020 7641 1595
Mozart 020 7641 4599
Paddington Green 020 7641 1595
Pimlico 020 7641 2088
Soho/Covent Garden 020 7641 7245
St Johns Wood 020 7641 5067
Westbourne Park 020 7641 4466

Tenants Management Organisations:
Grosvenor and Regency Management Organisation 020 7592 1766
Millbank Estate Management Organisation 020 7976 5788

Street properties:
Pimlico (Threshold) 020 7821 1002
Queens Park (Haywards Property Services) 020 7641 4599
Distributed Properties (Westminster City Homes) 020 7641 8456

Other Useful Numbers:
Housing Options Service, 101 Orchardson Street, London NW8 8EA 020 7641 1000
Cash Incentive Scheme (as above for Housing Options Service)
Out of London Housing (as above for Housing Options Service)
Staying Put 020 8964 8585
Elderly Services Manager 020 7641 4062
Emergency Response Officers 020 7641 4066
Housing Benefits 0800 072 0042
  • Northern Office: 3rd Floor Westbourne House 14–16 Westbourne Grove, London W2 5RH
  • Southern Office: 180 Vauxhall Bridge Road, London SW1V 1DX
Community Alarm Service 020 7641 4528

Social and Community Services (S&CS)
For people living north of Marylebone Road and Bayswater Road
  • Care First 215, Lisson Grove, London NW8 8LF Tel: 020 7641 1175 Fax: 020 7641 5426
For people living south of Marylebone Road and Bayswater Road
  • City Hall 64, Victoria Street, London SW1E 6QP Tel: 020 7641 3897 Fax: 020 7641 3902