



Independent Living

Is it right for you?

Love your home – love your independence



building
communities

orbitcustomerhub.org.uk

Introducing our homes

Would you like to do away with the worry of maintaining a home and have more freedom to spend your time doing the things you really enjoy?

Are you over the age of 55 and looking for affordable housing?

Are you living alone and would like to live in a close-knit community?

Perhaps you're not sure what options are available to you. We might be just what you're looking for!

We have been providing high quality, affordable homes to people in England for over fifty years. We offer different types of homes and services, depending upon your individual requirements, plus a wide range of property types and sizes for people over the age of 55. We offer flexibility and choice, but with additional services that you just don't get from a traditional landlord. We look after the care and maintenance of your home, so it can free you up to spend your time doing the things you really love.

We believe that having a sense of community unites us. It can give us the opportunity to connect with people and improve our wellbeing by helping us feel safe and secure. Communal living for older adults gives residents a sense of physical, emotional and economic security, as well as reduced social isolation.



What are the benefits of living in one of our homes?

We all want peace of mind, especially as we grow older. We also want to live in quality housing that is safe, easy to access, maintain and affordable whilst enabling us to live life to the full. We offer different types of homes to suit a wide variety of people and lifestyles. They are as follows:



The benefits of Independent Living



- All of our homes consist of good quality, affordable self-contained flats and bungalows that are well maintained, so you don't need to worry about day-to-day maintenance or any repairs
- All of our schemes have shared communal spaces for socialising with family, friends and other residents, including lounges, kitchens and well-maintained gardens
- A designated on-site team from Orbit are available Monday to Friday and will discuss any queries you may have
- To enhance your wellbeing and reduce isolation, you can make the most of the opportunity to be a part of a community and get involved in social activities and outings, or if you prefer, you can live life more privately. Our on-site activities include exercise classes (suitable for all abilities), book clubs, carpet boules and gardening clubs. Activities can be tailored depending upon the interests of residents
- Lifeline systems are available to provide you with 24/7 support when you need it
- We host regular resident meetings to listen to your feedback
- There is the opportunity to become an 'engaged customer' and help influence and shape the way Orbit operates our schemes and delivers services
- All our homes are safe and secure, with controlled access
- Our schemes are conveniently located in central locations with the amenities you need close by
- Car parking is available for those who may need it.



The benefits of extra care



Our 'extra care' housing, offers all the same Independent Living scheme amenities listed on the previous page, but with additional services:

- As well as an on-site team to answer any queries, our extra care schemes also offer residents a visiting care team during the day and then an on-site care team presence overnight and on weekends, who can provide bespoke support as needed
- Catering services can be offered on-site or your meal can be delivered to your home
- Access to a handy person service (there is a small charge for this).



Several of our Independent Living schemes have resident led gardening clubs and many of them have won Britain in Bloom awards!



The benefits of extra care plus



Our extra care plus schemes offer everything our Independent Living and extra care schemes offer – and more!

- Our extra care plus schemes really are a hub in their local community. Many of them offer a restaurant, coffee shop, beauty salon, gym and/or other health facilities that are also open to the general public, resulting in a more secure and integrated community
- Some of our larger schemes offer an in-house handyperson service to carry out small jobs for you
- For those who may need additional support, each extra care plus scheme has a care team on-site (you may purchase a care package separately if you need one).
- As well as offering homes for rent, at some of our extra care plus schemes, you may have the option to purchase your home via shared ownership

I have settled into my new flat well, I absolutely love it. Orbit took all of my needs into consideration and offered me a property that suited me. It's a lovely, safe place to live.

Affordable homes

The cost for our various homes varies according to the size and services available in each particular scheme. Generally, costs are comprised of rent and service charges, and may include the following:

- Rent
- Communal heating, cleaning and grounds maintenance
- Building safety checks (lifts, boilers etc)
- On-site care (extra care only)
- Orbit scheme employees (scheme manager, assistants and/or activity co-ordinators).

There's more!

We believe creating thriving communities is about more than just housing, it's about the people who live in our homes and enabling them to live their best lives. As our customer, you would be eligible for our exclusive Better Days support programme. Better Days helps thousands of people every year. Whether it's managing your money, trying something new, improving your digital skills or looking after your overall wellbeing. Our expert team and independent partners can offer free information, advice and guidance.

To find out more, please visit:
orbitcustomerhub.org.uk/help-support/

The on-site team has made us comfortable and given us any help we needed. The other residents also gave us a warm welcome and everyone loves their homes.



Find out more

To find out more about our Independent Living homes, please visit:

**[orbitcustomerhub.org.uk
/find-a-home/independent-supported-living/](https://orbitcustomerhub.org.uk/find-a-home/independent-supported-living/)**

or scan our handy QR code:



Scan me!

We have more than 2,700 homes across the Midlands, East Anglia, South London and the South East of England. To learn more about available apartments and bungalows in your local area or arrange a visit, you may email us at:

**Independent.LivingAdmin
@orbit.org.uk**

You may also call the following teams:

Midlands – 02476 614363

South – 01843 292517

East – 01502 574506

Extra Care - 01842 819666

To apply for affordable rented housing, you will need to contact the local authority where the scheme is located in order to complete a housing application form. If you're not sure who that local authority is, just get in touch and we can advise you.

Get in touch:

You can visit our website:

orbitcustomerhub.org.uk

For more information, please contact us at:

**[orbitcustomerhub.org.uk/
contact-us](https://orbitcustomerhub.org.uk/contact-us)**

Or to talk to us, please call:

0800 678 1221

Textphone:

18001 0800 678 1221

Take a look on social media:

f /OrbitHelp

🐦 @OrbitHelp

Our postal address:

**Orbit,
PO Box 6406,
Coventry,
CV3 9NB**

If you need information in a different format please contact us on

0800 678 1221

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