





ClwydAlyn

Hen Bentre Pwylaidd

Frequently Asked Questions



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Eligibility criteria

What is the eligibility criteria?

- Applicant(s), including couples will be considered who, are 55 years of age or over, need help with care and support and / or have a housing related support need.

- The initial screening panel, will consider applications from couples, where one or both meet the eligibility criteria.

- Applicant(s) will be prioritised on the basis of the eligibility criteria.

Costs

How much does it cost?
Please see a separate handout.

What does the rent charge cover?
The rental charge covers all of your maintenance obligations, including both day-to-day maintenance and long-term major works (e.g. renewal of windows). You don't need to worry about any maintenance jobs; simply report the fault and someone will attend to undertake the repair.

Service Charges
All residents must pay a weekly Service Charge and meal charge, this covers a wide range of services, including:

- Meal – One hot, 2 course meal per day.
- Cleaning of communal areas
- Window cleaning
- Refuse collection (from the bin stores)
- Gardening
- Maintenance of: door entry system, fire alarms, emergency lighting, lifts, TV reception equipment, communal kitchen and laundry equipment, communal heating and lighting, Telecare equipment.

Costs (continued)

How much will the Council Tax be?
Once the development is complete, we will be advised by the Local Authority what the council tax will be for these homes.

Do I need to pay a deposit?
We do not take a deposit as such, but a month's rent and service charges are due in advance at sign-up and the account should be kept at this amount in credit throughout the tenancy. This is to ensure that the 4 week notice period at the end of the tenancy is covered.

Can I afford to live at Hen Bentre Pwylaidd?
Rent and service charges are payable under an Occupancy Contract. Depending on your income and capital, you may qualify for housing benefit for our rent and some of the service charges. If you are eligible for housing benefit you may also be entitled to financial support towards care and support services.

We have a Welfare Rights Officer that will be able to provide advice and support on whether you're entitled to housing benefit, or a range of other financial support which is available to older and disabled people. Our aim is to maximise income so that you receive the financial support which you are entitled to.



Care and safety at Hen Bentre Pwylaidd

How will the care be provided?
ClwydAlyn Housing will provide the housing management and ancillary services on-site whilst Cyngor Gwynedd will take responsibility for the provision of the on-site care, for tenants with an assessed need. Each apartment is equipped with the very latest hi-tech Telecare and security system equipment, ensuring that help or assistance is just a touch of a button away. The whole scheme is designed to 'Secure by Design' standards to enhance tenant's sense of security. The aim is to maintain independence as far as possible, backed up by care and support as you need it, to provide peace of mind now and for the future.

What will the level of care that will be provided?
Cyngor Gwynedd will assess the care needs of tenants allocated an apartment or bungalow and will arrange for the on-site care team to provide appropriate support. Care will be individually tailored and can increase or decrease in line with ongoing assessment.

The scheme will include tenants with a range of care needs, low, medium and high, creating a balanced community that promotes independence while offering reassurance, safety and wellbeing.

What level of security is there at the schemes/ apartments?
The schemes will be certified as "Secure by Design" Measures to enhance the resident's sense of security include items such as Fob controlled doors, a door entry system, CCTV, window locks, and perimeter fences and walls.

Is there a fire alarm system?
Yes, we fit a full fire alarm system both to the apartments and bungalows. There are hard wired smoke alarms, fire exits, fire doors, heat detectors and sprinklers throughout the scheme.

Individual circumstances

I own my own home and my friend has a social housing house, could we both move into Hen Bentre Pwylaidd?
Yes, regardless of your current home status you could both make an application.

I'm already in a residential home can I move?
Yes, if an assessment proves that independent living is suitable for your needs you could transfer from residential care.

Can I bring my partner who is younger than me?
The eligibility criteria require that all residents at the scheme are over 55 years of age, as it is an older person's scheme. In certain circumstances, the Allocation Panel may consider a person under 55 years of age if there are very strong extenuating circumstances, but this will be looked at on an individual basis.

I'm already in sheltered housing, how would living at Hen Bentre Pwylaidd be different?
The main difference is that care and support are on site 24 hours a day. There is also a different restaurant which provides a midday meal, social activities, and other facilities. Different types of accommodation are available and there is a mixture of residents with different support needs.

My husband is unwell, and we get a lot of help from our family and friends. Could we move in together?
Yes, you and your husband can stay together, and your family and friends can continue to help if they want to, with the added support of the care staff at the scheme. You may make new friends too.

What happens if my health deteriorates whilst living at Hen Bentre Pwylaidd?
It is recognised that your health and support needs may change over time. There may be periods when you require more care and support, times when you need very little or none, or a combination of both. The care team is flexible and responsive to changing needs. While they are not able to provide nursing care, they will work with you to help you remain living in your home for as long as possible. Any adjustments to your support hours will be based on an appropriate assessment.

Individual circumstances (continued)

Can I stay until I die?
Our independent living schemes aims to provide you with a home for life. This may not always be possible, for example, if you become a risk to yourself or others, but this is the aim.

If we apply as a couple, and anything happens to one of us, will the surviving one have a home for life?
Our independent living schemes are designed as a home for life, however, if your care needs go beyond what we can provide in the scheme, or you become a danger to yourself or others we would then discuss this with yourself, family and friends and Social Services what options would meet your needs.

I am managing on my own, but my health is not too good and I want to move. Would independent living with care and support be suitable for me?
Yes, our schemes are home to a diverse community of residents. Some live fully independently, while others require varying levels of care and support, including those with higher support needs.
The accommodation is thoughtfully designed to be accessible, safe and easy to manage, helping you to live as independently as possible.

How will the care and support package be arranged? Will it be on social need or medical need?
A Social Worker will discuss with you any care needs you may have and discuss a package of care suitable to meet your needs.

Can I bring my dog / cat?
We have a pet's policy which applies to each scheme according to its layout. To have a cat or dog you need to be able to access your flat directly without going through the communal areas. This usually involves having a ground floor flat with access to the exterior via patio doors. Other pets can be kept in apartments without direct access to the outside subject to meeting some rules about looking after them properly and not causing noise and nuisance to others. Your scheme manager will be able to give you more details if you are allocated a property.

Hen Bentre Pwylaidd

How many 2 bedroom and 1 bedroom apartments and bungalows are there?

The development of Phase 1.

- **30 apartments: 25 x 1 bedroom, 5 x 2 bedrooms** - priority for these homes will be given to those with low to medium care and support needs from within the local community.

- **12 bungalows** – priority for these homes will be given to those with low to medium care and support needs, from within the local community.

What meals will be provided?
Lunch will be provided between 12 and 2pm in the main restaurant, which is included as part of the service charges and consists of a main meal, dessert and a drink.

Our catering staff pride themselves in knowing the individual preferences and needs of our residents and provide high quality, nutritious and varied selections of meals to meet a variety of nutritional, dietary and specialist dietary requirements for individuals with specific needs. Tenants can invite guests to join them for lunch by booking with the restaurant team in the morning.

The charge is typically around £6 per head and these charges are paid back into the meal charges account to keep the costs down for the tenants.

What communal facilities are available?

- Landscaped gardens
- On-site parking
- Restaurant
- Residents lounge
- Multi-activity room
- Church / Communal area
- Guest suite

When will Hen Bentre Pwylaidd be open / When can I move in?
Phase 1 is currently expected to open in Winter 2026, but this may change if the build is delayed or completed sooner. We will continue to provide you with updates as the development progresses.

Hen Bentre Pwylaidd (continued)

When will the show apartment be open for viewing?
The Show apartment opened for viewings in Spring 2026. As Hen Bentre Pwylaidd is still in construction and for health and safety reasons, the show apartment will only be open for viewings to the public periodically and on an appointment basis only. We will inform any applicants and people interested in viewing the show apartments when they are open for viewings.

I have a vehicle, will there be allocated car parking?
There will be car parking at the scheme for residents, but we do not plan to allocate that parking to individual's due to the management problems policing such arrangements entails. Parking is on a first come basis.



The apartments and bungalows at Hen Bentre Pwylaidd

What will the sizes of the rooms be?
Please see the individual apartment / bungalow plans for each of the schemes. The apartments and bungalows are built to generous space standards to allow for the use of mobility aids and ease of movement around the apartment.

If I am allocated an apartment / bungalow, when can I take measurements of the rooms etc?
This can only be done once the scheme is officially handed over from the builders for Health and Safety reasons. Room sizes are approximate in our literature and should not be relied on for this purpose as there may be variance between apartments.

Do we have the ability to make adaptations, e.g. grab rails in the bathrooms etc?
Any adaptations need to be arranged via an Occupational Therapist and the works agreed with us before being carried out. There is a 12 months defects liability period which could be compromised if this process is not adhered to.

Will there be a gardening area?
The scheme will have its own landscaped gardens maintained by our own contractors. Residents are welcome to personalise their outdoor areas, for example with potted plants etc.

Am I able to decorate the apartment?
Yes, after the first 12 months defects liability period is over tenants are free to decorate as they wish. Before that we need to be able to see if there are any cracking or other defects which the builder needs to address, and decorating may mask this damage.