



**North  
Lincolnshire  
Council**

# **MYOS HOUSE – EXTRA CARE SCHEME APPLICANT QUESTIONS**



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## **1. The Accommodation Offer**

### **1.1. What sort of accommodation is on offer at the scheme?**

There are 25 x 2 Bedroomed apartments, half at ground floor level and the others at first floor with lift access. The scheme also has a communal lounge on the ground floor and rooftop communal lounge together with staff facilities and a meeting room. This is an Extra Care Housing Scheme. The scheme is owned and managed by Ongo Housing Association, with care delivered by North Lincolnshire Council

Communal areas will be used as a space to interact with carers and families and provide meaningful activities such as therapeutic interventions and sensory and memory activities as well as opportunities to socialise.

### **1.2. What is Extra Care and how does this differ from Sheltered Housing?**

Extra care housing provides similar apartments to sheltered housing but also has a care provider on site 24/7, and normally has a scheme manager who is regularly on site.

The ethos of the setting is to enable those living with dementia to live a quality of life that enables them to remain active and independent for as long as possible.

However, those with care needs will be supported by skilled care and support staff who work in a truly person centred way that recognises the importance of feelings and emotions going into the world of those living in the scheme creating a family environment where things happen in a way that makes people feel comfortable, assured and connected with their reality.

### **1.3. What services will be on offer at the scheme?**

- a. Scheme Manager on site during office hours for Housing Management issues
- b. 24 Hour on site Care and Support provision
- c. Assistive Technology
- d. Communal facilities and activities
- e. Community & Therapeutic Activities.
- f. Mobility Scooter Store
- g. Fibre Broadband available
- h. Communal area Wi-Fi

### **1.4. Will I be able to visit the properties before I make my mind up?**

It is normal practice to arrange for a viewing before you are expected to sign up for a new tenancy. Ongo are also hoping to provide an electronic virtual tour of the building in June as the build nears completion.

### **1.5. Will there be a show flat I can see?**

We are hoping to provide one, this will depend on whether it is possible to safely access the site before the building is completed.

### **1.6. Can I see plans of the layout of the building Artists' impressions etc Is it possible to have room dimensions?**

Plans and impressions will be made available on the North Lincolnshire Council website, Ongo's website and on Home Choice Lincs. Here is a link to a YouTube clip provided by the scheme architects to Ongo

<https://www.youtube.com/watch?v=ino61KMj6K8> the typical apartment layout picture on Ongo's website has been updated with room dimensions. Link to the website; [Dementia Care - Myos House | Ongo Partnership](#)

## **2. Eligibility and Application Process**

### **2.1. How do I apply for this scheme?**

The scheme is still being built so cannot be viewed yet. From early July Ongo intend to provide an electronic virtual tour of the building as the build nears completion. Once fully built and operational we would suggest that you visit the scheme to check that it is where you might like to live first.

There is an online application form via [Dementia Care - Myos House | Ongo Partnership](#). If you need help to complete this a support worker, Local Link/hub may be able to assist or alternatively contact Ongo for an appointment. Alternative housing options are also available via Home Choice Lincs [Home - Homechoice Lincs](#)

### **2.2. How old do I have to be to have a tenancy at the scheme?**

Over 18. The scheme is designed to help people at whatever age they develop signs of memory loss and dementia.

### **2.3. I live in a Housing Association Home or Ongo**

- a) How do I apply for a transfer to this scheme?  
You will need to complete the same on-line form at [Dementia Care - Myos House | Ongo Partnership](#)
- b) Do I need to be registered with Home Choice Lincs?  
No – although if you want to consider other housing options in the area you would be advised to make an application. [Home - Homechoice Lincs](#)

## **2.4. Will I need a care assessment?**

You will also need a separate care assessment carried out by the Local Authority's Adult Social Services. Ongo will firstly check that you are eligible to apply for housing and seek your permission to make a referral to the local authority for a care assessment – if you are already known to services and have a care assessment, we will ask your social worker to complete a Pen Picture to inform the allocation panel of your care and support needs. If not, then you will be contacted in order for an assessment to be carried out.

If you make contact with the Adult Services Access Team, please mention that you wish to be considered for this scheme. Or you can request a care assessment using this link <https://www.northlincs.gov.uk/people-health-and-care/services-for-adults/>

## **2.5. I do not need care because my partner provides this, and/or my dementia is not that far advanced – can I still be considered?**

Yes – it is preferable to help you to move before dementia advances rather than look to house you in a crisis. We will be looking to balance the scheme with people with High/Medium and Lower care and support needs.

## **2.6. Will someone be able to help and support me to sell my own home. Especially important for a person on their own with no family?**

If you have no friends or family that can help you to sell your property our Home First team would be able to give you some advice and guidance on who to contact to do this, e.g .Estate Agents and solicitors

## **2.7. Can you help us to minimise the stress of moving?**

Our Home First Team may be able to help if you have no one else who can help. We can also provide checklists and advice for moving – which may help to minimise any stress, however, you will need to pay for, for instance, removal costs.

Ongo's scheme officer will be able to help residents to set up utility payments etc.

## **2.8. Could there be a trial period to see if I like it/settle? Especially important if I own my own property?**

We are considering our ability to enable that to happen.

## **2.9. What are my other choices/options rather than moving here?**

- You can remain in your existing home with support going through the door
- You could apply to the other Extra Care Housing Scheme at Ashby Meadows – although that is not a specialist dementia housing scheme.



- You could decide to access residential care, however, if this is personal choice and you are not assessed as needing this, then you would need to pay the costs of this.

### **3. Care Arrangements**

#### **3.1. Who will be providing the Care in the scheme?**

North Lincolnshire Council will be providing the care team for the scheme through our Home First Team. The team will work in a way that enables people to live as independently as possible maximising the use of technology and providing quality care and support in a non-intrusive way proportionate to the persons wishes and needs.

#### **3.2. What therapeutic treatments or resources will you have?**

The building has a number of communal areas that will be used in a multi-functional way, from fish and chip lunches to Bingo or art classes, we are keen to offer activities relevant to the people that live within the setting. It is hoped that those living within the scheme will take an active part in the planning and running of activities. Our staff will also be trained to offer therapeutic interventions such as sensory lights and hand massage which we know can bring about positive impacts upon peoples' health and wellbeing. We will also have access to a Magic Table which is a new piece of technology that offers a fun and innovative activity which is proved to improve relationships and increase happiness.

#### **3.3. I have a care provider I am happy with and would like them to continue to deliver this if I move in – will this be possible?**

No – If you have a home care provider supporting you, you can move into Myos House with this package of support for up to 2 weeks, after which time your care and support will move to being provided by the onsite Myos House Care team.

#### **3.4. What will you do if my behaviour becomes challenging or I need 3:1 care?**

As part of the assessment process your care and support will be regularly reviewed and adjusted to meet your needs. This will include encouraging you to work on an advanced care plan with your support team. Decisions made will always consider your best interests and the care and support provided on site will be organised in a way that will be flexible to meet people's needs. We understand that people with dementia may at times require a more intense level of support, and at others they require a much less intrusive package of care. The service is set up in a way that will be proportionate and as it is part of our wider Home First team we are confident that we can meet any changes in need and provide the right care for the person.

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**Whose home is it?** Is it the person with dementia or the loved one/carer? Thinking in relation to behaviours.

You will have a standard Ongo tenancy which can be a joint tenancy. If one of you lacks capacity to sign this, then an application to the court of protection will be needed to confirm this unless, there is a Lasting Power of Attorney (LPA) in place for Property and Finances, in which case the LPA holder can sign.

### **3.5. At what point would I have to go into a care home?**

As above – this would be part of the ongoing care and support reviews and will take into account any advance care plan in place.

The scheme is set up in a way that it will aim to provide a home for life, with links to specialist Community health teams such as District Nurses and Mental health, by ensuring that people living within the scheme understand the needs of their neighbours and how we can work together as a community to support them to be a valued member. The team will work effectively and communicate regularly with other professionals to identify any deterioration in health and strive to support the persons needs at home with the right care at the right time. With the right staffing levels, skills, and approach we aim to meet people's needs within their home and only in exceptional cases admission to a care home would occur.

### **3.6. Will you provide end of life care (EOLC)?**

Yes, this should be possible – this will depend on your wishes particularly where these are known as part of your advanced care planning.

We will link directly with specialist services around palliative care and staff will be trained in EOLC. Our aim is to ensure that we can work collaboratively to meet people's needs and wellbeing through effective End of life care planning, pain management & relief providing care in the most dignified way in line with the persons individual wishes.

### **3.7. Will you provide 24/7/care at the end of my life?**

Yes, care and support is available onsite and plans will be in place so we can meet peoples end of life needs, this may be a mix of specialist health and social care and could even use technology and innovation ensuring that a person is supported through the end of their life, this could be monitoring systems linked directly to the support staff on site or even monitoring stats directly linked to health professionals through the use of telecare equipment. Each person will be different.



### 3.8. What happens if my loved one moves into a care home/respice/hospital?

- if this is a short-term respite or hospital stay – nothing will happen, you will continue to live at the scheme until they return or circumstances change.
- if this is a permanent move then see below.

### 3.9. If my partner's needs increase so they need residential care or they pass away?

- Will I have to move out?** No, however, we would encourage you to move to allow someone who needs the support of the scheme to move in and preserve this facility for others who have dementia. We will help you to move if you choose to do so. If it was your partner that was the one eligible for supported housing, unfortunately, the level of housing benefit paid will reduce if they move into residential care or on the death of your loved one, this will mean a high level of rent to be paid almost immediately. If this causes hardship, then you can apply for additional Discretionary Housing Payment – any payment award is usually time limited to twelve weeks.
- What if I have dementia or need extra care services?** You will be able to stay in the scheme unless you would prefer another housing or care setting.
- Will I get a priority band to move via Home Choice Lincs? Or any help to apply, bid, or move?** Anyone in supported housing who needs to move on gets priority Band One for rehousing to release the supported housing for those who need it, and help would be provided to assist you to apply and to be awarded the priority banding. This may not be the case if you own your own home unless it is not suitable/available for you to return to.
- How long will you give me to move out?** If you no longer need the scheme then depending on whether you are returning to your previous home or need to apply for housing via Home Choice Lincs, access the private rented sector or to purchase an alternative property, you will be supported to do whatever is right for you, there is no set time it will depend on your individual circumstances and availability of alternative housing.

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## **4. Living in the scheme**

### **4.1. Can I live on my own?**

Yes

### **4.2. Can my adult children live with me?**

Yes, or it could be your adult child needs you to live with them – in the case of someone with early onset dementia. If a non-dependent adult lives with you who is not your partner this will impact on the level of housing benefit you will receive as their income will have to be taken into account when the application is processed. They will be expected to contribute to your housing costs.

### **4.3. Can I have visitors? Will there be a visitors register at the front door?**

Yes - this will be your own home, you will be able to see via a video door entry system who is calling on you. There will be a visitors register, however, there will not be anyone on a desk to enforce that this is completed, it is done on a good faith basis and is good practice for fire, and health and safety purposes.

### **4.4. Can my visitors such as my grandchildren and children stay overnight?**

Yes, so long as you understand that you are responsible for them whilst they are with you. Children will not be allowed alone in any communal areas.

### **4.5. Should tenants tell the Scheme Manager of visits from health care specialists to allow them access?**

No, it would be up to the tenants to allow their visitors including any health care specialists access. Special arrangements will be made if it gets to the point where the tenant is physically or mentally unable to do this for themselves.

### **4.6. What activities will you be doing at the scheme?**

We will consult with residents to find out what they enjoy doing and try and incorporate these into our weekly plan. The activities could include things for bigger groups such as bingo, coffee mornings or armchair exercises or smaller groups such as domino's, crafts or scrabble. The activities that we facilitate will be suitable for our wide client base. Some will be for pure enjoyment and others will be to encourage independence. We will also look at facilitating events for carers to allow them a break from their caring role. This may take place in the smaller of the lounges or even off site. Carers will know that their loved one is being taken care of whilst they are not there. See also Therapeutic activities above.

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#### **4.7. Is there car parking?**

Yes

#### **4.8. Can I bring my dog/cat?**

Yes – although you are likely to be offered a ground floor apartment in this case with easy access to the garden area. We will be checking if anyone has Pet allergies as part of the application process so you may not be able to take your pet into communal areas.

#### **4.9. If I have a pet and it dies, can I get another one?**

You would need to consult with your landlord Ongo first and this would depend at what stage you are in your dementia journey.

#### **4.10. Do I get my own garden?**

No, however those with a ground floor apartment will have a small seating area immediately outside their living room and you will be able to personalise this e.g with Pots.

#### **4.11. What security is there?**

There will be 24/7 on site staffing with Ongo having a presence during working hours and the care staff taking over security/Health and Safety over the night-time. Facilities include CCTV at the front door, reception and around the perimeter of the building (not in hallways) and a video door entry system to keep residents safe. When someone rings the doorbell the video on the screen inside the flat shows who is at the door. Residents will also have access to assistive technology to be able to request help from the housing or care team staff.

#### **4.12. Will there be Key Safes at each apartment front door?**

Yes, there will be a Key Safe outside the apartment front door. Additional key fobs to gain access to the building can also be purchased from Ongo for £10. The locks are 'thumb turn' locks.

#### **4.13. Will there be a 'tracker for tenants?**

Individual assistive technology can be discussed and tailored to individual needs. IF a "tracker" is required we would have to ensure that a Best Interest meeting has been applied to record that this is the least restrictive and best for the individual, as tracking someone can be an infringement on human rights. There will always be staff present within the building, and various exits within the building will have door sensors which will alert a staff member by sending a call alert to the mobile phones they will be carrying with them.

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#### **4.14. What sort of Personal Alarm system will be used (Telecare)**

Each apartment is fitted with a Tunstall telecare emergency call system, that goes directly to the staff members on duty, via an alert that goes to a mobile they will carry. Each apartment also has built in sensors eg fire alarm and flood alarms for the bathroom and kitchen. We have further sensors that can be added to the Tunstall unit, which can be tailored to individual needs. We will also have available various voice activated technology e.g. “alexa” that can be borrowed to allow individuals to establish if this type of technology will be of benefit. If so, then there is a choice of then purchasing your own and returning the borrowed unit, or you can purchase the borrowed unit. Where assistive technology is requested a meeting will be held to discuss the best type of technology, and support will be given to obtain and install this.

#### **4.15. Is there fibre Broadband?**

There is fibre broadband but not Virgin. There is FTTP (fibre to the premises) in each apartment - this is something we worked with BT to put in place. Most providers (TalkTalk etc.) can run their services over the BT fibre but we believe Virgin is an exception to this as they use their own infrastructure. The council are making an internet access offer to residents for individual apartments at a monthly cost of £15. There will also be resident and guest access to Wi-Fi in the scheme communal areas.

#### **4.16. What sort of heating system will there be in the apartments?**

The building will be heated by two boilers in the plant room, and each apartment will be able to control the heating within their own apartment with thermostatic room controls. Heating and Hot water is metered and paid for via Switch2. See scheme costs below.

#### **4.17. What sort of bathroom will there be?**

The bathroom has a level access shower, toilet, and sink.

#### **4.18. Can I bring my own furniture with me?**

This is your home to furnish as you wish, although an electric hob, cooker hood and cooker are built into the kitchen, and carpets are included – if you need help to source furniture let us know at the time you apply or are offered an apartment.

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#### **4.19. Can I put up shelves in the boiler cupboard?**

No – Ongo would prefer residents do not fix things to these walls because of the amount of equipment in the cupboard. We would suggest purchasing stand alone shelving units if required.

#### **4.20. Can I smoke at the scheme?**

Yes – within your apartments but not up to 30 minutes before any scheduled care, and not in the communal areas. Ongo asks that you keep your apartment door shut to stop the smell of smoke seeping into the scheme corridor.

#### **4.21. Will the properties be sound proofed – some deaf people have their TVs etc on very loud?.**

All of Ongo's properties are soundproofed to the required building regulation standards.

#### **4.22. Will there be special fridges and see-through cupboard doors?**

Some of the Kitchen Cupboards will have glass fronted doors to assist with finding things. A glass fronted Cooker is provided along with an electric hob with knobs fitted to the side which include a residual heat indicator. In addition, all apartments have a cooker guard protection installed. The cooker guard device automatically turns off the cooker if the user has forgotten to turn it off or if the temperature gets too high. It has sensor and control units, with the sensor units being mounted above the cooker to monitor the heat being generated from the hob. The scheme will not be providing Fridges or Washing Machines.

#### **4.23. Will there be self-close doors?**

Internal doors within the apartments, despite being FD30 fire doors, will not have self-closing devices. Cupboard doors will have soft-close as standard.

#### **4.24. Will the bottom area of the windows be frosted?**

The bottom of the patio doors at ground floor are not currently down as being obscured glazing, however if this is needed this can be obscured at a later date and on a case by case basis.

#### **4.25. How many rotary driers will there be and where will they be?**

There will be three rotary driers. These will be situated on the grassed area behind the bin stores for communal use.

#### **4.26. How will Paper and Milk deliveries work?**

Residents will have a post box in the reception area for Papers and Post. We will need to liaise with any milk delivery companies

#### **4.27. I have OT aids in my existing home do I return them or bring them with me?**

We expect any existing OT aids and aids to daily living will be brought with you. Any equipment not needed can be returned to the Community Equipment Store, Unit 4, Cupola way, Scunthorpe, DN15 9YJ

### **5. Scheme costs and finances**

#### **5.1. What is the exact rent cost?**

- Rent - £184.52 (HB eligible)
- Intensive Housing Management Charge - £24.16 (HB eligible)
- Support Charge - £6.49 (non HB eligible)
- Total £215.17 per property per week (based on 48 weeks)

#### **5.2. Can I get help with my rent costs?**

Yes – if you have less than £16,000 you can apply for Housing Benefit from North Lincolnshire Council which is means tested. You will also be able to apply for support with your Council Tax, or you may be entitled to a Severe Mental Impairment exemption or discount on your council tax liability. [North Lincolnshire Council | Housing Benefit and Council Tax Support - North Lincolnshire Council \(northlincs.gov.uk\)](http://northlincs.gov.uk)

#### **5.3. I own my own home – if I move into this scheme?**

##### **a) Will I need to sell it? If Sold?**

- **What would be the impact on Care eligibility/costs?**  
The property will be treated as a financial asset and it is highly likely this will take you above the £23,250 threshold meaning you will pay the full costs of your care.
- **What impact would this have on Housing Benefit and Council Tax Benefit?**



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Owning a property will impact on the level of rent payable as this is considered an asset. Sale proceeds and any savings over £16k will mean you do not receive any support towards your rental costs. Savings over 10k will also substantially impact on the level of support you receive. You may, however, be entitled to a Severe Mental Impairment exemption or discount on your council tax liability.

**b) If I own my property and rent it out, what are the implications on?**

- **The income impact on Care eligibility/costs?**

The property will be treated as a financial asset and the income will also be treated as a financial asset. It is highly likely this will take you above the £23,250 threshold meaning you will pay the full costs of your care.

- **Rent costs – and Housing Benefit?**

Any rental income will be treated as income, and the property an asset and will mean you do not receive any support towards your rental costs.

#### **5.4. Council Tax Support**

Savings and income are taken into account when council tax support applications are processed - although you may also be entitled to a Severe Mental Impairment exemption or discount on your council tax liability.

#### **5.5. Will I have to contribute towards the cost of my care?**

Yes – if you have above £23,250 you will be self-financing (not eligible for Council subsidy). If you have below £23,250 you will be financially means tested to determine the contribution you will make toward your care costs.

#### **5.6. What is included within the rent?**

The rent will include service charges for;

- Fire and Safety equipment
- Communal Gardening
- Window Cleaning
- Cleaning of Communal areas
- Fuel for communal areas
- Funding for replacement furniture and whitegoods
- Provision of laundry equipment
- Costs of the Scheme manager
- Lift servicing

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## **5.7. What bills will I need to pay**

You will have to pay;

- Personal Fuel costs – Switch2 for metered heating and hot water and separate Electricity bill
- Water Rates – each apartment has a water meter – Anglian Water
- Foul water rates (sewage) – Severn Trent separate bill
- TV Licence
- Warden Call Services
- Council Tax - If you live alone you can get the single person discount. As this is a dementia care scheme you may be entitled to a Severe Mental Impairment exemption on your council tax liability. Council Tax Support can also be applied for to assist with the balance.
- Broadband/Internet costs if you choose to have this

Residents will receive a Switch2 information leaflet electronically or as a print out. Each tenant will receive a welcome handbook when they set up their account with Switch2 and Ongo's scheme manager will assist with this when residents move in. Electricity is initially through British Gas but residents will have an option to shop around for an alternative electricity supplier

## **5.8. Will I need a TV licence?**

Yes unless you are over 75 and receive Pension Credit. As this is a specialist supported housing scheme residents qualify for an 'Accommodation for residential care' (ARC) concessionary TV licence which costs just £7.50 per apartment. Ongo will arrange to collect this separately from the rent on an annual basis.

## **5.9. My Partner works, what impact will that have on my rent and care costs?**

Rent and Council Tax Benefits are means tested as are care costs.