Culmore Park

Culmore Road
Derry~Londonderry
BT48 7AN
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Scheme Manager – Majella Gray | **Housing Officer** – Maureen O'Connell

Last reviewed – April 2026

About Culmore Park

Culmore Park is a purpose built sheltered scheme consisting of 33 one bedroom and 1 two bedroom self-contained flats, 12 one bedroom bungalows and one 3 bedroom house situated along the Culmore Road within walking distance of a variety of shops including chemist, bank, butchers etc. There is a bus stop at the entrance to the scheme to bring tenants into the city centre.

Scheme Manager available

37 hours per week
Monday to Friday

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Our Statement of Purpose

Our aims, objectives and philosophy of care (SPT1.1.b)

We aim to help you remain as independent as possible by promoting choice, well-being and supporting you in the following areas:

- Your health & staying as well as you can
- Life skills
- Staying in and managing your own home
- Relationships with family, friends and the community.

Helping us to create a safe and supportive environment will be the following values:

- Dignity & respect
- Independence
- Rights
- Equality & diversity
- Choice
- Consent
- Confidentiality
- Safety.

When you move in, we will work with you to create a tailored support plan which we will review on a regular basis. The support we provide will be based on your individual needs and wishes.

Our services explained (SPT1.1.a)

When you move in, we will make sure that you have someone to support you and make sure that we can meet all of your needs. We provide a range of support services including:

- **Radius Connect24 response service**
  This allows you to speak to a member of staff immediately should you have an emergency in your home.

- **Laundry service**
  Our laundry equipment will enable you to wash and iron your clothes.

- **Communal cleaning**
  Our housekeeper ensures that communal and shared areas in the scheme are always clean and tidy.

- **Transport**
  We will support you to arrange transport to help you get out and about.

- **Activities programme**
  We offer a wide range of activities & events which you are welcome to take part in and help to plan.

Applying for accommodation (SPT1.1.c, SPT1.1.d & SPT1.1.f)

You can apply through the Northern Ireland Common Selection Scheme. To be able to apply you must:

- Be aged over 60
- Or if medically retired from work, be aged over 55.

To make an application you can:

- Contact the Northern Ireland Housing Executive on **03448 920 900**
- Complete an application available at any NIHE office
- Contact us on **028 7130 4800**.

Managing your Apex tenancy (SPT1.1.f)

As our tenant we will ask you to sign a Tenancy Agreement which will explain your responsibilities as well as ours.

You are responsible for:

- Paying your charges on time (see 'Our charges')
- Keeping the inside of your home clean and in good repair
- Reporting any damage or defects to us promptly
- Allowing us or our contractors access to inspect or carry out works in your home
- Agreeing and keeping to your support plans
- Following any health, safety and fire instructions provided by us
- Not having an animal in your home without our permission
- Not causing a nuisance, noise or harassing others (or allowing visitors to do so).

We are responsible for:

- Allowing you to occupy your home
- Providing you with the services detailed in your agreement
- Keeping your home in good repair (heating, plumbing etc.)
- Tell you about any repairs and tell you when we will complete them.

If your circumstances change or you would like to move, we will support you to make a transfer application.

If you breach your Tenancy Agreement a Notice Seeking Possession will be served. Grounds for the service of a Notice Seeking Possession might include, but are not limited to: failure to pay rent & charges due; anti-social behaviour etc.
The Notice Seeking Possession will give you at least 4 weeks' notice that the Association wishes to terminate your Tenancy Agreement. You must give the Association vacant possession of the premises and return any keys on the expiry of the 4 weeks' notice.

About Apex Housing Association

Apex Housing Association is a major housing association managing a stock of over 5,000 homes. Our business is housing and associated care and support services. We provide:

- General needs housing for families and single people
- Purpose built accommodation for older people and families with complex needs
- Supported housing for people with individual needs, including those with mental ill health; learning disabilities; alcohol/ drug addictions; and those who are physically disabled
- Support services for vulnerable groups under the Supporting People programme
- Community buildings under the management of local communities.

Apex leads the way in building sustainable communities through the delivery of quality, affordable homes including tailored support & care services. Underpinning this mission are our values:

- We care
- We take ownership
- We do things well
- We work together
- We show respect.

Apex is governed by a Board of Management which is responsible for the overall control of the affairs of the association whilst our Chief Executive is responsible for ensuring compliance with legislative requirements as well as management & delivery of services. The Chief Executive delegates responsibility for operational activities/ objectives to departmental Directors. The Housing & Care Services Manager/ Supported Housing Manager is responsible for the daily management of Supported Living schemes; ensuring legislative and regulatory compliance as well as promoting best practice.

Telling us when something has gone wrong

Apex appreciate that sometimes things go wrong and our tenants may be unhappy with the service they have received; we encourage our tenants to speak to the Manager should they have any concerns or complaints. Tenants can also make a formal complaint directly to the Association; more information can be found in our Complaints and Compliments Leaflet (available from the Manager or Head Office) or by contacting us on **028 7130 4800**.

Other important information

Legislation and best practice (SPT1.1.e)

We work hard to promote equality, target disadvantage, promote social inclusion and ensure high quality services. We will strive to uphold your human rights in everything that we do. Apex has a range of policies designed to protect you and others including:

- Confidentiality
- Complaints
- Privacy & Dignity
- Adult Safeguarding
- Health & Safety
- Freedom of Information
- Equality.

Further information on and copies of any relevant Apex policies are available on request from the Manager or Apex Head Office.

In providing our services we also aim to contribute to the Homelessness Strategy for Northern Ireland 2017-22 (NIHE).

Supporting People (SPT1.1.c)

Supporting People provide funding for Housing Support Services; these services are designed to help you live independently. Funding is received for the full time equivalent of 0.17 staff for the provision of housing related support.

Professional boundaries

Our professional boundaries ensure staff maintain the organisation's values whilst acting to:

- Protect the health, safety and welfare of everyone
- Protect against undue pressure or allegations
- Provide support in a professional and compassionate way
- Ensure everyone receives a fair service
- Ensure consistency across all services.

Our staff will:

- Avoid overly familiar language, endearments, sexually explicit language, rough play, physical contact etc.
- Be consistent with the support plans and carry these out sensitively with consideration of privacy & dignity
- Work to diffuse challenging situations to avoid use of restraint; only use restraint where it is absolutely necessary to prevent harm to the tenant/ resident, others and staff. Any restraint should be proportionate and must be fully recorded, reported and reviewed
- Only record images with your consent
- Not engage in any inappropriate or dangerous behaviour involving tenants/ residents/ staff. This includes the sharing of inappropriate information via text, social media etc.

You will be expected to behave appropriately by:

- Not asking our staff for personal information unrelated to work
- Not giving our staff personal information unless necessary for your support/ care
- Not ask our staff to carry out tasks not included in your support/ care service
- Not offer gifts/ cash other than of a token nature to staff. Our staff are required to report all gifts to the manager
- Not forming inappropriate relationships with our staff.

More information on professional boundaries can be requested from the manager or by contacting us.

Approval & implementation

Date Approved	Approved By	Date Implemented
25th June 2020	Ellen Hall Supported Housing Manager	1st August 2020

Change box

Issue No.	Section	Description of Change	Changed By	Date
1	Entire document	New template, headings and mapped to Supporting People Requirements (QMT T.1.1a-f.)	Jim Condren	February 2020
2	Entire document	Content review	Michaela Duffy	March 2024
3	Entire document	Content review	Julie-Anne Campbell	March 2025
4	Entire document	Contents reviewed, review date added, manager updated	Nuala Hamilton	April 2026