

A photograph of two women sitting at a table, smiling and working on a jigsaw puzzle. The woman on the left is older, with short grey hair and glasses, wearing a colorful striped long-sleeved shirt. The woman on the right is younger, with short brown hair, wearing a black top. They are both looking down at the puzzle pieces on the table. In the background, there are white window blinds and a floral patterned curtain.

Orchard Gardens

Orchard Gardens is set in a beautiful complex of mature gardens, which comprises of 14 bungalows and 29 apartments.



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Leasehold Scheme Officer

The Leasehold Scheme Officer for Orchard Gardens is James Nayler. James can be contacted on 01206 868724.

Daily checks are made to every property when he is on duty. This is usually a personal visit or through the helpline system. You are able to opt out of the daily checks if you wish to do so.

About Orchard Gardens

The complex is situated on Ipswich Road, Colchester with easy access to bus services, doctors, dentists and a large Waitrose supermarket. There is ample parking in the grounds and the gardens are there for everyone to enjoy. Inside the main building is a shared lounge for residents use. The lounge also has a lift to all floors, a WC and a small kitchen area.



Security

The Leasehold Scheme Officer may ask you for some information to assist him in his role, including your next of kin details and other contacts. Please remember to let him know if any of these details change. It is important to let the Leasehold Scheme Officer know if you are staying away over night, so that in an event of an emergency at Orchard Gardens, he will know that you are not at home.

Guest Room

For relatives who may travel some distance to visit, there is an en-suite guest room. Situated on the first floor, it has twin beds, as well as tea and coffee making facilities. The guest room can be booked through the Leasehold Scheme Officer.



Careline Helpline

There is a Careline helpline pull cord system installed in every room of your property and in communal areas. When you pull one of these cords, you will automatically be able to speak to the Leasehold Scheme Officer. If the Leasehold Scheme Officer is off duty, you will be put through to the control office at Careline, and someone will be able to help you. Whoever it is that answers your call, they will speak to you through a control box which is usually situated in the hallway. The Leasehold Scheme Officer or Careline can call emergency assistance for you and a relative or friend on your behalf.

Please do not tie up the pull cords.

The bright orange pull cords have been designed so they can be easily reached should you have a fall in your home.

Repairs and maintenance

Colne is responsible for looking after the communal parts of the scheme; this includes entrance ways, halls, gardens and shared utilities and facilities that are used by all of the residents, i.e. the lift and laundry equipment.

You are responsible for all of the fixtures and fittings and the decoration of the inside of your property. However, there may be other items included in your lease,

such as external doors and windows. The feeding of birds within the grounds is unadvisable, as this may attract vermin. Your cooperation with this matter is appreciated.

Local information

Chiropodist: 01206 570570

Home Eye Testing
Service: 01206 545279

Doctors

East Hill: 01206 866133

Castle Gardens: 01206 866626

Transport

Bus to town: number two from across the road.

Bus to Highwoods: number two from outside Orchard Gardens.

Taxi: 01206 540540

There is a 24-hour Tesco at Highwoods, as well as a Post Office, dentist and a community centre that holds regular events and trips.

Paramedic

Emergency: 999 or 112 from a mobile
Non emergency: 111

Police

Emergency: 999 or 112 from a mobile
Non emergency: 101



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We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

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Registered with the Regulator of Social Housing (LH1651) and under the Co-operative and Community Benefit Societies Act 2014 (20799R) with exempt charitable status.

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