



TENANTS HANDBOOK

ABOUT US

Reside was established in 2002 to provide quality housing services to people with a learning disability, mental health problems, or an acquired brain injury. Our head office is based in Kingston upon Thames, Surrey. We have many houses all across the United Kingdom. We do not provide support services but we work in partnership with other organisations that do. We do provide a repairs and maintenance service.

OUR VALUES

Our service is underpinned by our 'Core' values:

Independence – we believe that people with disabilities have a right to live independently with support if they need it.

Equal Opportunities - we believe in equal opportunities for all, regardless of race, cultural heritage, sexual orientation or disability.



Choice- we believe that people with disabilities should have choice

Respect- We believe people with disabilities should have respect, dignity and privacy.

COMPLAINTS PROCEDURE

You have the right to complain if you think something is wrong. We will try to fix the problem as quickly as possible. We take all complaints seriously no matter how small it is. We promise to deal with your complaints as quickly as possible and keep you informed of how your complaint is being dealt with.



Stage 1

Talk to someone you can trust and explain to that person what your complaint is about. You could talk to your House Manager, your Key Worker, your Advocate, your Social Worker, or family.

If you are still unhappy after talking to someone, you can go to **Stage 2**

Stage 2

If your complaint is about your tenancy, accommodation or quality of service you can speak or write to the Tenant Liaison Officer.
Phone number: 020 8255 5220
Mobile: 07914 040 680

If your complaint is about maintenance issues you can speak or write to the Maintenance Manager.

Phone number: 020 8255 4238

In addition, you can call Head Office and speak to the Office Manager.

Phone number: 020 8255 5220

If you are still unhappy you can go to **Stage 3**

Stage 3

You can speak or write to the Chief Executive: 020 8255 5035

CONTACT DETAILS:

HEAD OFFICE

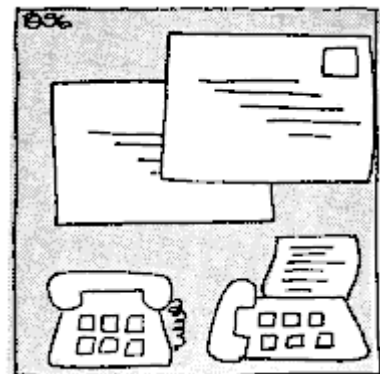
Reside Housing Association
1st Floor
33 Old London Road
Kingston-upon-Thames
Surrey
KT2 6ND

Telephone: 020 8255 5220

Fax: 020 8255 7723

e-mail: enquires@residehousing.com

internet: www.residehousing.com



TYPES OF HOMES

We provide a range of homes throughout the United Kingdom to suit the needs of our tenants, including houses, bungalows and self contained flats. Most of our homes are supported living schemes and the property is shared with other tenants. Wherever possible, we provide living areas that are self-contained with ensuite bathrooms and cooking areas. This is so you can have a high degree of privacy.



ALLOCATIONS

Reside Housing Association only provide homes to people with a learning disability, mental health problems, or an acquired brain injury. Allocations are strictly on the basis that all of our tenants have a support package in place before moving in. Further details regarding our allocations policy can be requested from our Head Office.



YOUR TENANCY AGREEMENT

When you move into your new home you will be asked to sign a Tenancy Agreement. This is a very important document and you need to understand what it means. A Tenancy Agreement sets out your rights and responsibilities as a tenant. It is a legal contract between you and Reside Housing Association Ltd. Under normal circumstances, most of our tenants are issued with an Assured Tenancy Agreement. However, under certain circumstances we may issue an Assured Shorthold tenancy agreement until we are satisfied that the tenant will comply with their tenancy responsibilities. If you would like someone from Reside to explain your tenancy agreement, please do not hesitate to contact our Head Office.



YOUR RIGHTS AND RESPONSIBILITIES

Your responsibility as a tenant is written into your tenancy agreement. These are some of the things you are responsible for:

- *Paying your rent and utility charges*



- *Reporting any damage or maintenance problems*
- *Leaving the property in a lettable condition*
- *Paying for any damage*

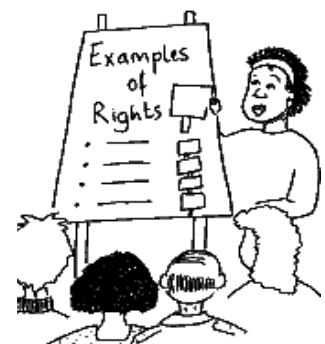
These are some of the things you **should not do**:

- *Cause a nuisance*
- *Harass anyone*
- *Cause any damage to the property*
- *Use the property for illegal or immoral purposes*

For further details please refer to your tenancy agreement.

As a tenant of Reside Housing Association you have certain rights, in the law. These are some of your rights as a tenant:

- The right to occupy your home in peaceful enjoyment
- The right to repairs and maintenance in your home
- The right to consultation and information
- The right to make improvements
(Approval and responsibilities for costs need to be determined beforehand)
- The right to invite friends to your home and be responsible for their behaviour



For further details please refer to your tenancy agreement.

IMPORTANT!

If you break the terms and conditions of your Tenancy Agreement Reside Housing Association may be forced to take legal action. This could possibly lead to you being asked to leave your home.



CHOICES AND DECISIONS

Reside encourage all of their tenants to make choices and decisions regarding their home.

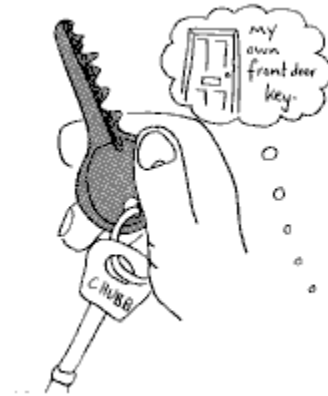
For example:

- Where you live and who you share with
- Decorating your bedroom and communal areas
- Paying bills
- What you eat



WHEN YOU MOVE IN

When you move into your new home your support provider will help you to make a claim for housing benefit and make arrangements to pay your bills. You will be given a key to your front door and to your bedroom. You will be asked to sign a tenancy agreement. Your bedroom should be newly decorated, clean and tidy. Ask your support staff to check the condition of your room before you move in and report any damage to Reside.

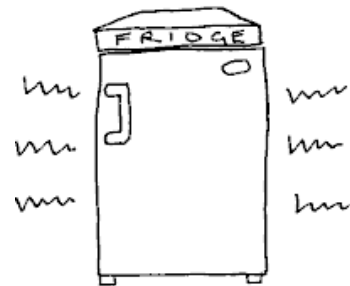


MOVING OUT OF YOUR HOME

If you are moving out of your home you will need to give 4 weeks notice to Reside. Your room should be left in a good condition. Any damage to your room should be paid for before you leave.

WHAT WE PROVIDE

- Repairs and maintenance service
- Safety checks (Gas, Electric, Water etc)
- Fire safety equipment
- Furniture
- Large electrical appliances
- Floor coverings
- Garden Maintenance
- Window cleaning in communal areas

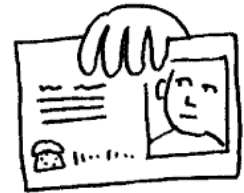


Please Note: It is the policy of Reside to only replace items or equipment that have come to the end of their useful life through wear and tear.

SAFETY AND SECURITY

- Always lock doors and windows when leaving the property and leave a light on.
- Never leave keys under the doormat or hanging from a string behind the letterbox.

- Always ask for identity from people before letting them in.



- If you go away, cancel your milk and newspapers and let your neighbours know.

- Arrange for the Crime Prevention Officer to visit your home.



- Check that your smoke alarms and fire alarms work by testing them weekly.

- Keep all doors closed especially fire doors.

- Familiarise yourself with fire safety procedures. Ask your support staff to explain to you what to do if there is a fire.

- Report to Reside anything that might cause injury to someone.



RENT AND UTILITY CHARGES

All Reside Housing Association tenants pay rent. The amount of rent you pay depends on the amenities in your home and on its size, type and location.



Your rent may be increased or decreased from time to time. You will be told in writing at least 28 days before any rent change.

It is your responsibility for paying the rent. If you are on benefits you may be able to claim Housing Benefit.

Your Utility Charge pays for things like gas, electricity and water charges. On average most tenants pay around £20.00 a week.

REPAIRS AND MAINTENANCE

Supported Living File

If something is broken or needs replacing, we need to know straight away so we can fix or replace it.

Each house is provided with a Supported Living File which has the following Request Forms:

- Maintenance Request Form
- Furniture/ Appliances/ Floor Covering Request Form

You or your support provider can fill in the forms and send them to Head Office using the contact details in the Supported Living File.

Emergencies

If you have an emergency between 9am and 5pm Monday to Friday you can ring the office and our staff will try to sort out the problem quickly. We aim to attend all emergencies within 2 hours.

If the office is closed and you cannot wait, you can ring one of the contractors listed in the Supported Living File.

How long does it take?

If it is an emergency repair we will try to sort out the problem within 2 hours. Non-emergency repairs will be dealt with according to priority.

Typically:

Priority 1 (Emergency Repairs) within 2 hours

Priority 2 (Urgent Repairs) within 24 hours

Priority 3 (Subject to Contract) within 3 days

Priority 4 (Rapid Response Repairs) within 10 days

Special Adaptations

Normally, any special adaptations to the property will be agreed with you or your support provider before you move in. Reside Housing Association Ltd is under no obligation to carry out adaptations to properties unless arrangements are in place regarding costs and practicality of adaptation. If your needs change please contact Head Office where our staff can discuss with you how to meet your needs.



SUPPORT TO MAINTAIN YOUR TENANCY

a. Your Support Provider

Reside work in partnership with various support providers. The support you receive will be in accordance with your assessed needs. Your support provider will help you to run your home and pay your bills. In addition, you can request that your support provider becomes your Appointee for benefits purposes who will then be able to deal with your welfare benefits for example, Housing Benefit, Income Support, Disability Living Allowance, and so on.



b. Tenancy Liaison and Quality Officer

Reside employs a Tenant Liaison and Quality Officer who is on hand to support tenants to maintain their tenancies and to ensure that all of our tenants receive a good service. The Tenant Liaison and Quality Officer can support you with any issues regarding your accommodation and tenancy, for example, complaints, arrears, moving on, co-tenants, neighbours, tenant participation, and paying rent.

GENERAL INFORMATION

a. Pets

Pets are not to be kept on the premises without the written permission of Reside Housing Association.

b. TV Licence

You are responsible for paying for your own TV licence.

c. Satellite TV

Satellite dishes and receivers are not to be installed on the premises without written permission from Reside Housing Association.

d. Insurance

Reside do not have insurance that covers tenants personal property. Therefore, we advise all of our tenants to take out personal insurance to cover their contents against accidental damage, theft, etc.

e. Telephones

Installing telephone lines, extensions, and their associated costs, is the responsibility of tenants.

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