



**Be Collaborative
Focus on People
Be Responsive**

Who we are

Reside specialises in providing housing with support for people who have learning disabilities, physical and sensory impairment, autism, enduring mental health issues or acquired brain injuries.

We manage over 1,300 tenancies in more than 350 properties across the UK, including Northern Ireland, working in 100 local authority areas.

Formed in 2002, Reside offers good quality housing with support provided by care providers through contractual agreements. This complementary approach promotes choice and enhances independent living, while protecting the rights and welfare of tenants.

Our mission

A leading charitable, independent provider of high quality housing solutions for those with support needs. Putting tenants at the heart of what we do; offering choice and enabling people to live with independence in their own homes.

Our vision

A society where people with support needs have equitable access to housing; opening the door for choice, independence and wellbeing, and supporting community-based living.

Our values

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Reside is a registered charitable society and a not-for-profit registered society under the Community Benefit Societies Act 2014 (number 29475R). We operate on a charitable basis, with all surpluses reinvested into our social housing activities. Reside is also a registered provider of social housing (number 4745), regulated by the Regulator of Social Housing which ensures we provide services to agreed standards.



Kyla's story

Kyla, who suffered a brain injury after falling from a horse, became a Reside tenant in 2009.

“**Reside was the only specialist housing association that was able to assist me with my complex needs with housing.**

They have sincerely changed my life for the better, allowing me to be more settled and secure than I have ever been. My quality of life has dramatically improved and I am a happier person.”



Where we are headed

These are our strategic objectives:

To provide a values-based, quality-led service offer

Our housing offer is based on providing high quality housing which promotes independence and supports health and social care commissioning. We seek to maintain our housing to a high standard, as a responsive, trusted landlord and be a housing provider of choice for partners.

Through the vehicle of a well-run organisation

Reside is a charitable registered society. We understand that, in order to provide a values-based service offer, we must maintain a viable, sustainable, ethical and well-governed charitable organisation which meets value for money criteria; attracting skilled and innovative staff driven by our values.

Whilst managing growth

Reside seeks growth to meet unmet need, underpin value for money and support the health and social care sector. Growth is not an end in itself and will be balanced against the ability to continue to provide a high quality offer.

Partnership working

Strong partnerships are vital to our work. We partner, consult and contract with many local authorities, local and national care providers, tenants, their families and brokers. Our wide-ranging experience and expertise place us at the forefront in the provision of housing with support.

We work with partners on projects such as:

- securing housing for new supported living projects
- deregistration programmes
- remodelling existing services
- finding properties for people who are currently supported by care providers but want to move on
- contributing to tender applications or commissioner negotiations requiring housing input.

Reside also partners with some support providers to manage their stock, typically under lease arrangements where properties are leased to us on a full repairing and insuring basis for a number of years. We can provide model leases for these arrangements. We also offer part-repairing leases or a purely housing management service to ensure separation of housing and support. Our preference is to work on a full repairing basis.

Marlon's story

Marlon lives in a Reside property in London and without supported housing it could have been a very difficult life for him.

“ I am able to get all the necessary support and care which means I can survive and lead a better life.

Marlon receives support regularly from a chosen support provider, they help him daily with managing learning difficulties and mental health challenges. He has started courses in gardening and animal care, with the aim of finding paid employment. ”





Our approach

Reside is experienced in securing a range of housing options. We are happy to work with prospective individual tenants or groups of people looking to share, whether in traditional residential, refurbished or new-build property.

Buying

We have some capital available to buy property on the open market, which we then rent to our tenants. We can also buy property using capital grants where they are available – we are currently exploring sources of capital to enable us to purchase freeholds at a greater level.

Leasing

We can lease property from third party landlords, then rent that property to our tenants. We can lease from private individuals, letting agents, support providers, property developers, investors and families.

We offer assured shorthold tenancies, giving our tenants the appropriate legal level of security of tenure. We aim to ensure tenants are able to stay in their property for as long as they want to, as long as we are able to continue providing it. If tenants want or need to move on, we can help them find an alternative suitable property.

How we source property is determined by a number of factors, including required timescales, local availability, financial resources and any need for adaptations or specialist design.



Our services

Scoping out housing requirements for business development opportunities – we can work out how best to meet identified housing need, in partnership with all involved partners. We can identify and arrange any required adaptations, including applications for Disabled Facilities Grant where eligible.

Expert information and advice

On housing matters and developing housing services, to tenants, families, support staff and commissioners.

Full repairs and maintenance service

Although in some cases it may be appropriate to split these arrangements with third parties, dependent on the way we secure the property.

Clearly defined service level agreement

Setting out our, the support provider's and tenant's responsibilities.

Housing Benefit eligible services

White goods, communal areas furniture, communal interior décor, refuse disposal, pest control, door entry and security systems, PAT and gas testing, external lighting, gardening, communal window cleaning, communal heating and lighting, lifts, communal area cleaning, concierge services and assistive technology.

Calculating costs of providing housing and related services

And how they will be met. We manage costs to keep rents as low as possible, while ensuring required services are provided at the appropriate level and quality.

Housing Benefit applications

We use exempt accommodation regulations within Housing Benefit, as the standard Local Housing Allowance regulations are usually not adequate to meet the cost of providing both the accommodation and services required.

Our experienced team has a clear understanding of the regulations, ensuring tenants claim all the Housing Benefit they are eligible for.

We can approach Housing Benefit officers for an 'agreement in principle' before finalising arrangements, answering any queries they may have and ensuring the final application process goes as smoothly as possible.

Our tenant support team coordinates applications, gathering required information and completing forms.

Tenant support service

Once people have moved in, we offer a tenant support service. This provides ongoing help with managing their tenancy, including:

- assisting tenants to prevent or resolve debts that might affect their ability to pay for their housing
- support to claim and manage housing benefits
- advice on fulfilling their tenancy conditions
- assistance with how to use equipment in their home
- advice on keeping themselves and their home safe and secure
- help with organising repairs or improvements to their home
- mediation in tenants' neighbour disputes
- issuing and enforcing occupancy agreements
- collecting and accounting for rent
- DIY services.

We also visit our tenants annually to see how things are going and check the property's condition.

Our maintenance team can carry out some of the repairs we are responsible for. This helps build relationships with tenants and the support provider, making it easier to report and carry out repairs.

Join us

We are always keen to explore fresh opportunities and work with new partners to deliver our vision.

To find out how we can help you, please email us at

business.development@residehousing.com



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