

Easy  
Read

# **HELPING YOU MAKE A HOME**

## **A handbook for our tenants**



# WELCOME TO YOUR NEW HOME



We're here to support you to take control of your life, make decisions about what you want to do and to grow the confidence and skills to be able to move on to more independent living.



Our approach is to focus on your needs, choices and hopes rather than on diagnostic labels.



We're here to help you actively take part in decisions about your support and have as much control over this support as possible.



This booklet gives you the information you need to know as a tenant of one of our schemes.

If you've any questions about anything you read here, you should speak to your recovery worker.

# ABOUT YOUR TENANCY



Before moving into your home, you'll sign a tenancy agreement. This sets out rights and responsibilities for you as the tenant and for the landlord.

## Your rights:

- You have a right to privacy and respect for your lifestyle as long as it doesn't interfere with the rights of others.
- You have the right to safe and well maintained housing and for repairs to be carried out in a timely fashion.
- You have the right to be safe and free from harassment.



- You have the right to be given information about your tenancy and rental charges.



- You have the right to information about our policies.

### Your responsibilities:



- To pay your rent.



- To be considerate to other residents living in the same property as you.



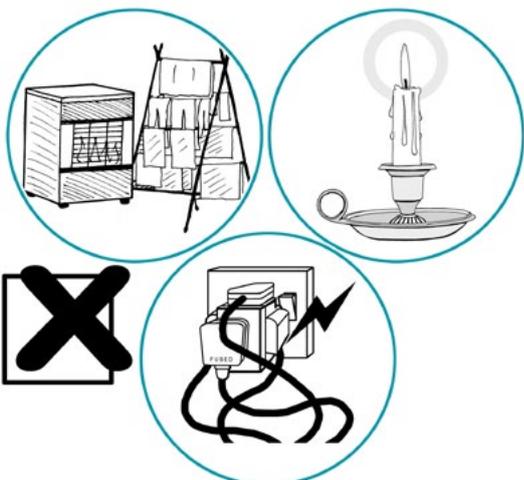
- To keep noise and disturbance to a minimum.



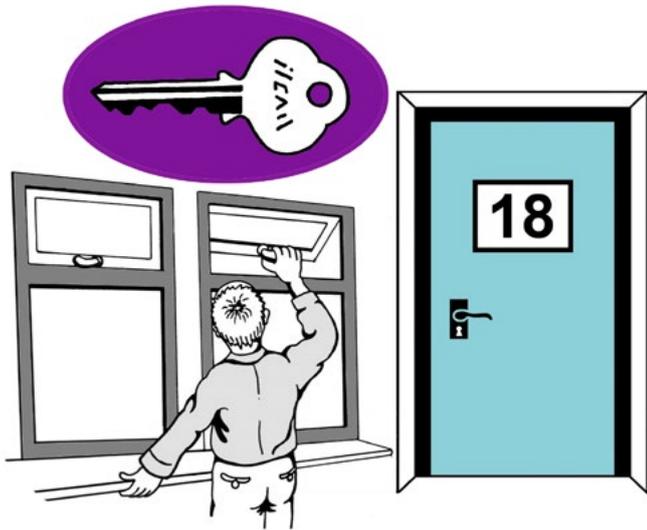
- To take responsibility for any visitors.



- To report repairs and broken equipment.



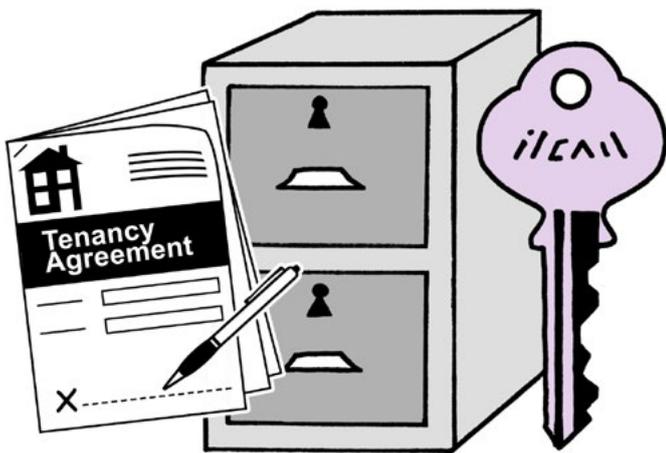
- To avoid fire risks.



- To keep your home secure by locking windows and doors.



If you're not happy with any part of your support or accommodation then speak to your recovery worker about how to make a complaint or pick up our feedback leaflet.



Your tenancy agreement is a legal document and you should keep it in a safe place.

## MOVING IN

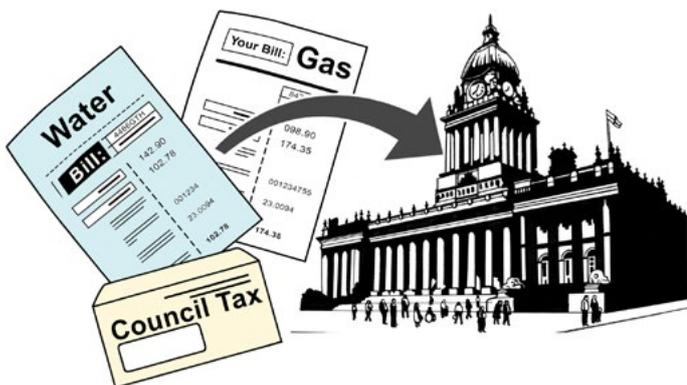


Moving into a new home can be an exciting time but it can also be stressful. We want your move to go as smoothly as possible and will support you to settle in.



If you're unsure about a certain topic speak to your recovery worker about the specific arrangements at your scheme.

## SETTING UP YOUR BILLS



Where your rent includes water rates and other charges we'll pay such charges to the relevant authority.



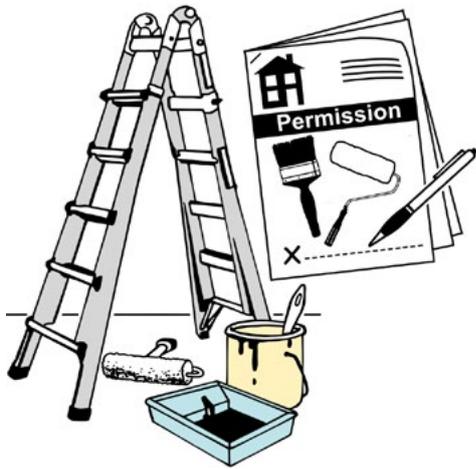
Otherwise, you're responsible for setting up your utilities and council tax payments. Your recovery worker can help you with this if you're not sure how to do this.

## CONTENTS INSURANCE



We don't provide contents insurance for tenants so you should consider taking out your own policy to cover your personal possessions. Your recovery worker can help you with this if you're not sure how to do this.

## DECORATING YOUR HOME



We keep all our properties to a high decorative standard. However, if you want to decorate your own home you can as long as you get permission from the landlord first.

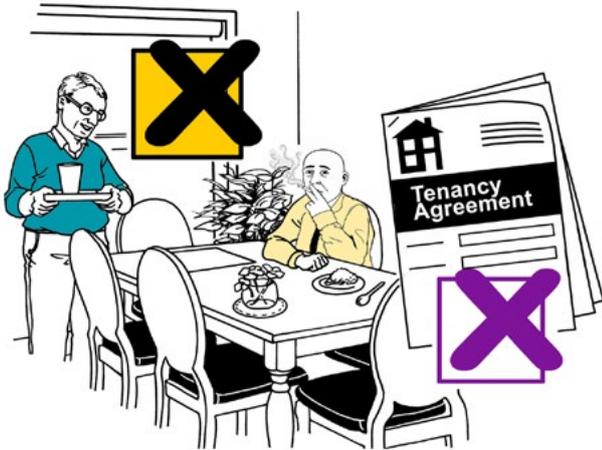
## KEEPING PETS



We recognise that pets can be calming and help you with your recovery.

However, we have to balance this against what's right for the type of accommodation you're staying in. If you'd like to keep a pet discuss this with your recovery worker first.

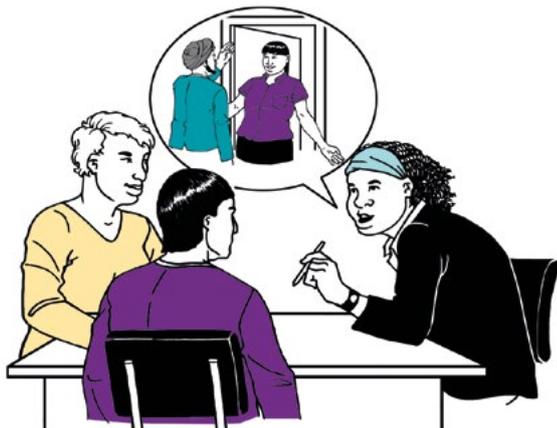
## SMOKING



If you're in shared accommodation you're only allowed to smoke in your own room or in a designated smoking shelter outside.

Smoking is not permitted in common or shared areas as this is against the law. If you do smoke in common or shared areas we may have to take action to end your tenancy.

## HAVING PEOPLE TO STAY



Your accommodation is for one person only and under your tenancy you mustn't have anyone else staying with you all the time.

There will be different rules for having visitors and overnight guests depending on the type of accommodation you're in. What applies to you will be explained when you move in.

## ABSENCE AND ABANDONMENT

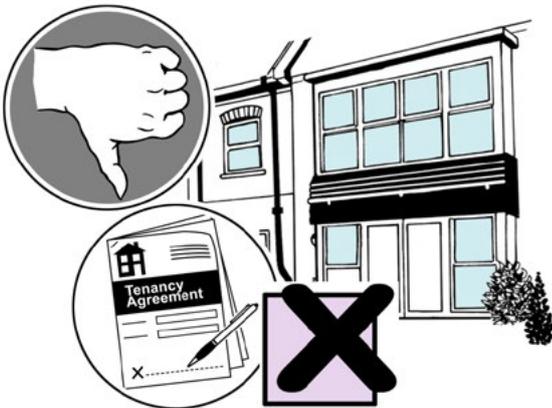
### Being away or leaving your house



You must tell your recovery worker in writing and in advance if you intend to be away from your home for more than 14 days.



You must not abandon your home and tenancy.



If you fail to occupy your home as your only or main home for a time of more than 14 days and we have a good reason to believe that your home has been abandoned, then we'll take steps to end the tenancy and take back the property.

## GREEN LIVING



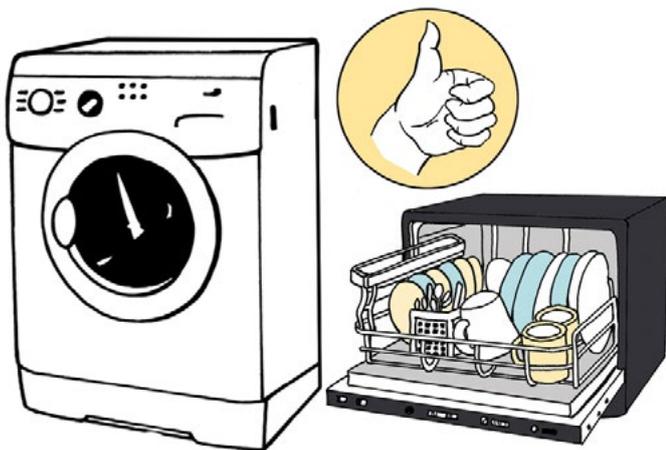
There's lots of ways to live in a more environmentally friendly way – and it can save you money on your bills too.



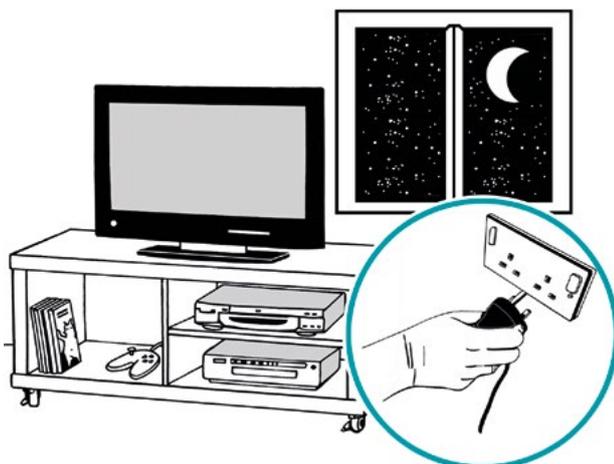
## Here are just a few tips:

- Switch the lights off when you leave a room and use energy-saving bulbs.
- Turn down the temperature on your heating by just one degree – this can reduce your heating bills by 10%.

## To avoid fire risks



- Try to only use washing machines and dishwashers when they're full.



- Switch your TV and DVD player off at night – keeping appliances on standby uses a lot of electricity.



- Only boil as much water as you need – boiling a kettle uses a lot of power.



- If there is a recycling scheme then use it.

## YOUR RENT - WHAT YOUR RENT COVERS



We try to keep our rents and service charges as low as possible while still looking after our properties well and providing good services.



## Rents for our housing can be made up of the following charges:

**Core rent** – covers the costs of looking after the property, building insurance, some staff costs and any mortgage or lease we may have on the property.



**Communal service charge** – covers the costs of cleaning and looking after any communal areas at the property.



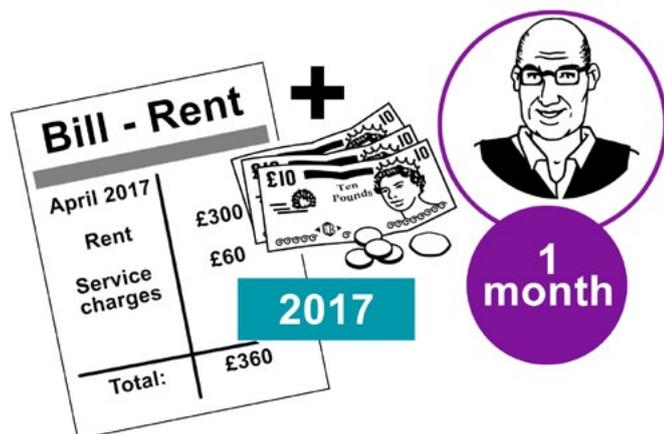
**Personal service charge** – covers the costs of heating, lighting and a part of the water rates to your room as well as food and cleaning (if this is part of your tenancy agreement).



**Care charges** – cover the cost of providing physical and therapeutic care.



Your tenancy agreement will set out exactly which charges apply to you. Speak to your recovery worker if you need this explaining.



If we have to change the rent and service charges, we'll only do this once a year and we will tell you at least one month before any changes are made.

## HOW TO PAY



When you move in your recovery worker will discuss with you the best way for you to pay your rent. This can be weekly or monthly and should normally be done by standing order.



You will be given an up to date rent statement once a month. Your recovery worker can take you through this.



You may be entitled to housing benefit to help cover the costs of your rent. You can talk to your recovery worker about what you may be entitled to and how to apply.

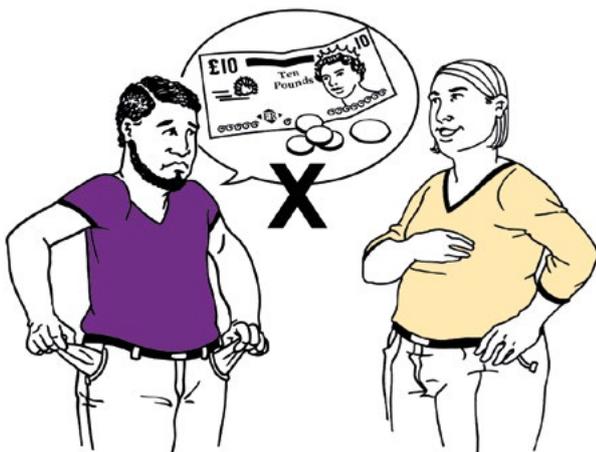


They can also help you to deal with the Housing Benefits Office and the Benefits Agency and help you get independent advice about money if you want it.

## WHAT HAPPENS IF YOU GET INTO DIFFCULTIES?



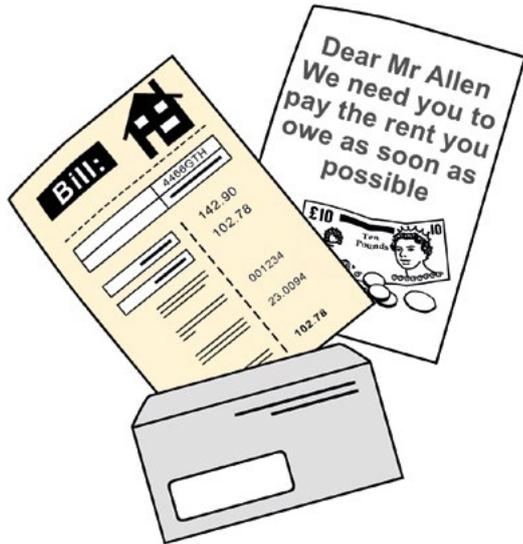
It's really important to keep up with your payments and pay on time. If you don't pay your rent you'll be in breach of your tenancy agreement and could lose your housing.



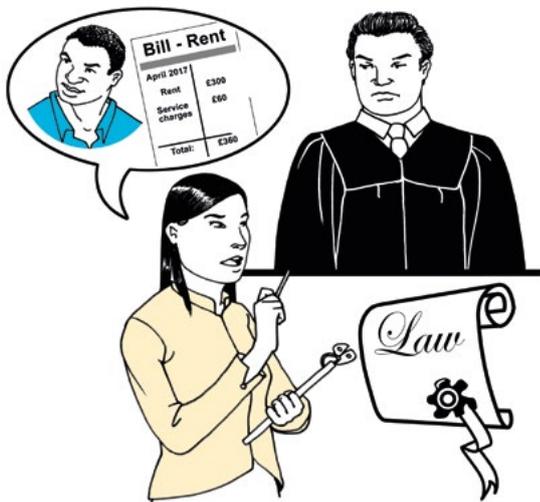
However, if you're having problems with money or are struggling to make payments then you should let us know as soon as possible before the situation gets too serious.



Contact your recovery worker or other member of the team and explain the situation to them. They will then work with you to agree a way for you to repay any debts and to manage your payments going forward.



If you don't let anybody know then we'll have to formally write to you and ask you to repay any rent that you owe.



If you ignore this then we'll begin legal actions to recover what you owe us or to take back the property.



Taking legal action is always the last thing we want to do and we would much rather work with you to help you manage your money better. So it's always best to talk to your recovery worker rather than ignore any problems.



Our arrears policy gives more details about this process. Ask your recovery worker to see this.

## LOOKING AFTER YOUR PROPERTY

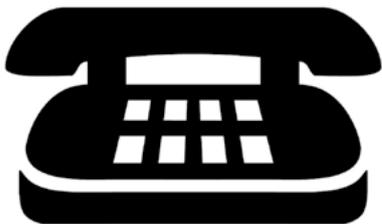


We try to keep all our properties to the highest standards possible but, as with any home, this can only be done with regular care and timely repairs.



As the tenant you're responsible for keeping your home to a reasonable standard. As the landlord, we are responsible for carrying out bigger maintenance and repair jobs.

# REPORTING REPAIRS



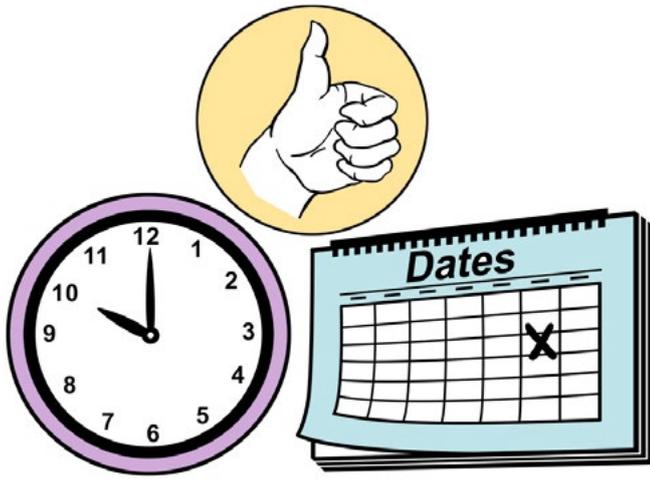
**Jenny Wood**



## Step 1: Identify the problem

We'll need a good description of your problem to make sure we order the right repair for you. You will also need to give us:

- Your full name and property address (and include any room numbers if applicable).
- A contact phone number.
- The name and contact number for your recovery worker.



- Suggestions for when would be a good time to carry out the repair.

## Step Two: Report

Report your repair to our property services department by calling:  
**Freephone 0808 8000 140**

(office hours: 9am - 5pm, Mon to Fri)



Or by emailing:

**[property@richmondfellowship.org.uk](mailto:property@richmondfellowship.org.uk)**



## **OUT OF HOURS:**

To report a repair outside of office hours please contact your service as they'll have details for your local out of hours contractor.



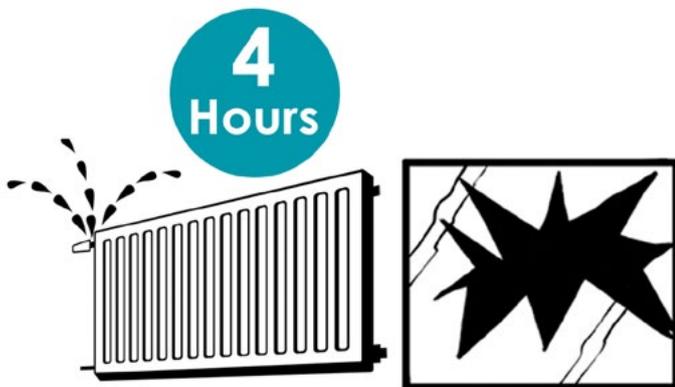
When you report your repair we'll record the details on our systems, provide you with a job number and tell your recovery worker that we've logged your job.



We'll then contact one of our contractors who'll get in touch with you to organise a time to complete the work.

### Step Three: Repair

How quickly we carry out your repair depends on how serious the problem is:



**Emergency** – this is something that could cause damage to someone's health or safety, or cause serious damage and destruction to property. We aim to take action within four hours.



**Urgent** – this is something that needs urgent attention like a water leak or blocked toilet. We aim to take action within 24 hours.



**Routine** – for all other repairs we aim to take action within five working days.



Once the contractor has made an appointment, you'll need to make sure they can access your home to carry out the repair work.



If the date or time you've agreed is no longer convenient please call us or the contractor as soon as possible so we can re-arrange.



All our contractors will carry ID with them so please check this before letting them in.



Once the repair has been done, we'll ask you to complete a customer satisfaction survey to check you're happy with how we dealt with it.

## PLANNED MAINTENANCE



As well as responding to repair issues we also carry out a timetable programme of planned improvements to make sure our properties are always of the highest standard. We may do such things as redecorating and replacing out of date furniture and appliances.

We regularly inspect our properties to see if any improvements are needed and will talk to you if any changes are going to happen and when the work will be carried out.

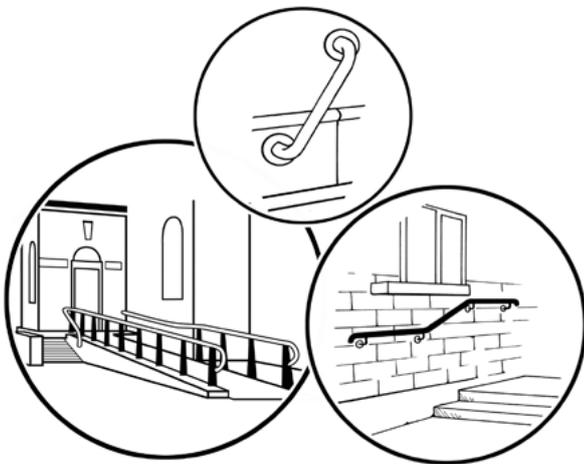
You must allow our staff and contractors to come into your home to carry out inspections and maintenance work.

24  
hours



We will normally let you know at least 24 hours before when we need to come into your home but we may have get in quickly in an emergency.

## ADAPTATIONS



We want people to live as comfortably as possible in our properties so if you need help using the bathroom or getting up steps then we may be able to install adaptations like grab rails or ramps to make your life easier.



Speak to your recovery worker who'll be able to advise you how to make a request.



Report your repair directly to our property services department:  
**Freephone 0808 8000 140**

# SAFETY CHECKS



We all want to make sure you're safe in your home. There are checks we have to do as a landlord but there are also simple steps you can take to keep yourself safe too.



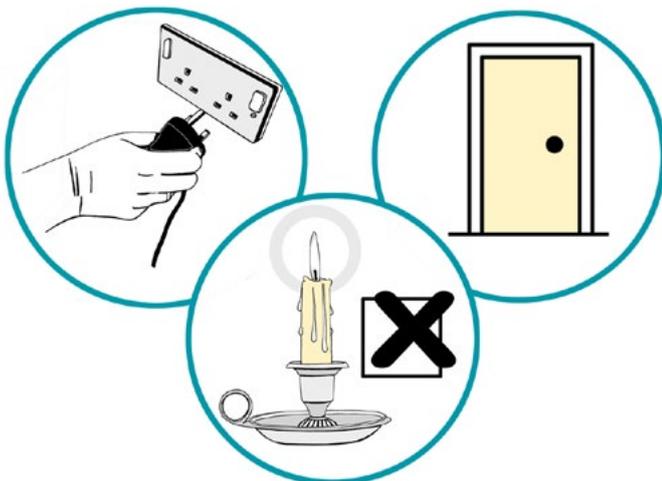
## GAS

We've a legal duty to get all our gas appliances inspected and serviced every year. A copy of the most up-to-date gas safety certificate is kept at the property should you wish to check it.



## FIRE

All our properties are fitted with smoke alarms and are routinely checked to make sure they are working.



You can help reduce the risk of fire by unplugging electrical appliances before you go to bed or when you go out and not leaving naked flames such as candles or cigarettes unattended. You should also keep exits clear.

## SAFETY TIPS

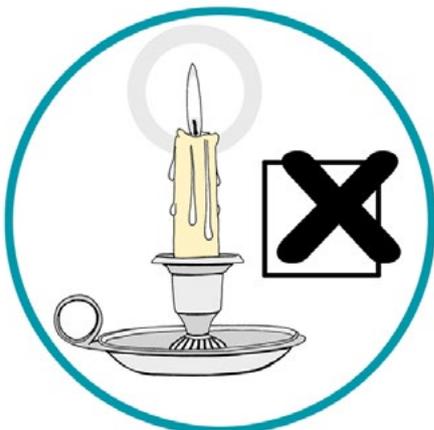


- If you smell a gas leak: turn off all gas appliances immediately.

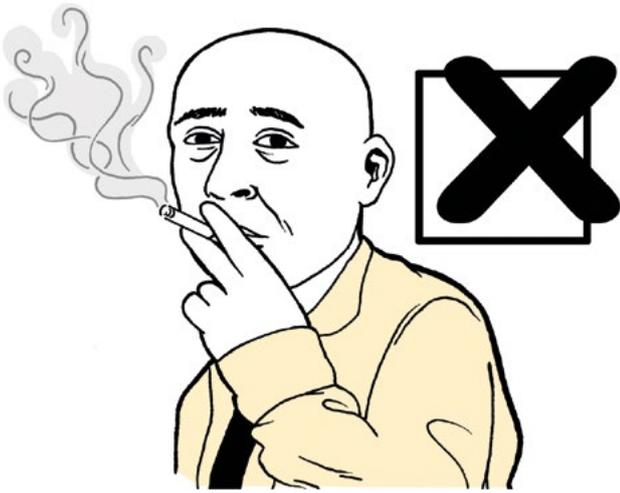
- Open windows and doors to let air in and the gas fumes out.

Ring the National Grid emergency line on:  
**0800 111 999**

## FIRE



- Do NOT use any naked flames such as candles.



- Do NOT smoke.

### If there is a fire you should:



- Leave the property immediately. If you live in flats you should use the stairs and not the lift.



- Close doors behind you as you leave to contain the fire and smoke.



- Dial 999 to alert the fire service.



- Stay outside and don't go back inside the building.

## GET INVOLVED



Putting people in control of their own recovery is at the center of what we believe. And putting the people who use our services at the heart of our organisation is important to how we operate.



There are lots of ways you can get involved with Richmond Fellowship to help us improve the services we provide and to make the right decisions about how we take our organisation forward.



- Be on interview panels to recruit members of staff.



- Take part in one of our many quality reviews to improve our services.



- Attend our national Working Together Forum and help shape the future direction of our organisation.



- Join in with your local service meetings and have a say in how your scheme is run.



We'll provide you with training so that your valuable perspective is taken into account.

Speak to your recovery worker to find out more about how to get involved.

## BE PART OF THE COMMUNITY



We want you to feel safe and comfortable in your home and to become a valued part of your community. We will support you to do this.



At the same time, though, we expect all our tenants and their visitors to consider their neighbours and not cause a nuisance. Our homes must not be used for any criminal, immoral or illegal purposes.



We won't accept any anti-social behaviour, harassment or hate crime of any type against a person or group.

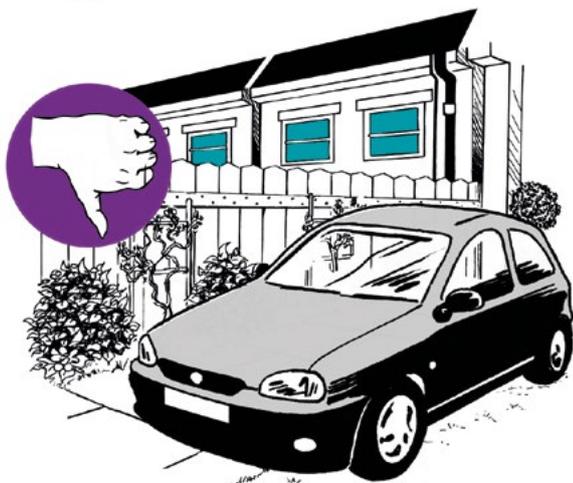


We will involve the police and take legal action if necessary.



## NOISE

You and your visitors must not play any radio, television, hi-fi equipment or musical instruments so loudly that it causes or is likely to cause a nuisance or annoyance to any other resident or neighbour, especially between the hours of 11pm-7am.



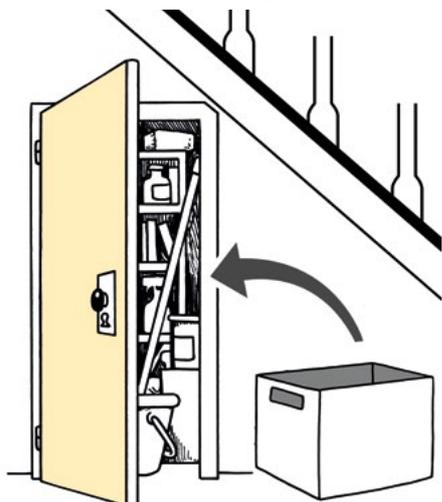
## PARKING AND ROADS

You or your visitors must not block local roadways and other vehicle access. You must keep them and car parking spaces clear of old, broken vehicles and other obstructions.



## RUBBISH

You and your visitors must keep your home reasonably clean and tidy and help assist in keeping the communal areas of the property, including any garden, clean and tidy.



This includes making sure you store bicycles and other large, obstructive objects out the way.

# EQUAL OPPORTUNITIES



Although we're all different we deserve to be treated fairly and with respect and we should have the same rights as other people.



This means no member of staff, volunteer, contractor or other tenant can treat you any less well than anybody else because of your race, religion, gender, age, disability or sexuality.



If you feel you're being discriminated against by someone or by our organisation, then you have a legal right to put in a complaint.



Our equal opportunities policy gives more details about this. Ask your recovery worker to see this.

# PROTECTING YOU FROM ABUSE AND HARASSMENT



Abuse is anything that harms another person and may include physical, verbal, sexual or financial abuse, neglect or discrimination.



Harassment is any kind of threatening behaviour, damage to your property or physical assault that is based on prejudices about your race, religion, gender, age, disability or sexuality.



We take all reports of abuse or harassment extremely seriously and will look into all cases. We will involve the police if a crime has been committed.



If, after investigation, we find that a member of our staff has been abusive then we'll take action against them which could include them losing their job.



Our harassment and safeguarding policies give more details about this. Ask your recovery worker to see these.

## PROTECTING YOUR INFORMATION AND CONFIDENTIALITY



We comply with the Data Protection Act which sets out how information is collected, stored and disclosed so that your privacy and confidentiality are protected.



We have a policy to make sure any information you give us is treated carefully, sensitively and securely.



We don't pass on any of your personal information to other agencies without your written permission unless we believe that you or others are at risk, you have been involved in a serious crime, or there are concerns in relation to child protection.

## MOVING ON



Our supported housing schemes are there to help you to develop your independent living skills. This means that hopefully after you've completed the term of your tenancy you're ready to move on.

If you need it, we can help you to:



- See what ongoing support you may need.



- Find other accommodation that is right for you.



- Apply for any ongoing benefits you may be entitled to.



- Register with medical services and local authorities.



Sometimes it may happen that in some circumstances you may want to move on or transfer to other housing sooner than the end of your tenancy. For example, you want to be nearer to family or work or you don't like the area you're living in.



You should discuss your reasons for wanting to move with your recovery worker who may speak with other agencies involved in your care such as your GP or social worker to agree what should be done.



Where possible we'll do our best to find ways to help you by transferring you to another Richmond Fellowship scheme or putting you forward to another housing association or council.



You must give us at least four weeks notice in writing when you wish to end your tenancy.

**NOTES:** Use this space to write down local contact details and information.

A large, empty rectangular box with a purple border, intended for writing notes.

## ABOUT US



Richmond Fellowship is a national mental health charity and one of the largest voluntary sector providers of support for people living with mental health problems in England.

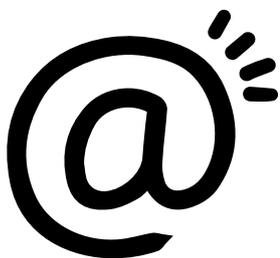


Our services include residential care, supported living, crisis, employment and community-based support.



Find out more by visiting our website at:

[www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)



If you need this leaflet in alternative formats such as a different language or large print then email our communications team at:

[communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk)



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