



Tenancy management policy

About



This document provides information about living in one of our homes.
This document is written for easy understanding.
Our job is to provide you a good home where you are happy to live.

The law



We follow the rules the government sets for specialist disability accommodation.
The rules help keep you safe.

How we will help you



We will help you:

- Meet other tenants
- Get the support you need
- Stay in your new home for as long as you want to
- Understand your rights and responsibilities.

Equality



When you live with us, we will respect you and treat you fairly.
You have the right to live in peace and free from abuse or neglect.

Visiting our properties



You can visit one of our homes to see if you will like it before you move in.
We will show you around, so you can see what it looks like.
Then you can decide if you want to move in



Our teams



Everyone who works for us is trained in how to take care of you.

It is their job to make sure your home is taken care of.

Our staff will not make decisions for you. They will talk to you, so they know what you want.

They will work with your support provider to make sure you get the support you need.

Accommodation service agreement



When you move in with us, we will give you an accommodation service agreement.

The agreement tells you everything you need to know about living in your new home.

It tells you what we must do to make sure your home is safe to live in. We must make repairs to the property if it gets damaged.

It tells you the rules you must follow to live in your new home:

- You must not do anything that breaks the law
- You must not run a business
- You must not damage the property on purpose
- You must not make changes to your room without checking with us first
- You must tell us if something is broken.



If you do not follow the rules, we may ask you to leave. We will talk to you first to try and solve any problems.

Support agreement



The accommodation service agreement is separate to your support agreement.

Here is a table which shows the difference between an accommodation service agreement and a support agreement.



Accommodation service agreement

Support agreement

This is about your home and includes:

- The home's rules
- What to do if something is broken
- How repairs are made
- How inspections are made
- What the rent costs what happens if you want to move out.

This is usually about the supports you receive to:

- Prepare you food
- Wash your clothes
- Keep you safe
- Take you to events and activities
- Help with your medicine.

Your rights



Regardless of your abilities, we support your right to:

- Pursue interests and be yourself
- Be included and treated fairly
- Be respected and accepted
- Make your own decisions.

We respect your privacy and always keep information about you safe.

Conflict of interest



Conflict of interest is when someone does not do their job properly. Our workers have to follow rules to ensure your needs are our priority. That means you are always number one. Our conflict of interest rules mean our workers:

- Can't have favourites
- Can't accept gifts in exchange for better services
- Will always ask for your opinion
- Will only suggest services that are right for you.



Our conflict of interest rules ensure it's always your choice:

- Where you live
- What services you receive
- Who provides you those services
- How those services are provided.



Independence



We will support you to be as independent as you can. This means you are able to make your own choices.

Relationships



Friends and relationships are an important part of everyone's life. You have the same rights to express your sexuality as everyone else.

We support you to make new friends, go on dates, develop relationships and have sex. We will not judge the choices you make about your relationships or your sexuality.

Your tenancy



We know sometimes it is hard to remember lots of rules. We will help you so that you do not have to leave your new home.

We will give you extra support if you need it.

We will make adaptations to your room if you need it. You may have to pay for this.

Inspections



To make sure your home is safe and well looked after, we will check it regularly. This will let us know if we need to fix anything.

If we have to go into your room, we will let you know before we do this.

Changes



If you want to do things like paint your room, you must ask us first. We will tell you if you can do this by writing you a letter. You will have to pay for these changes.

We will help you to find the right person to make these changes.



Vacancies



If another tenant moves out, we will seek your preference for a new housemate. We try to ensure everyone living in a home will get along.

Sometimes disagreements may still occur between you and another housemate. If this happens, we will work with you to help find a resolution.