
Accessible Housing Policy



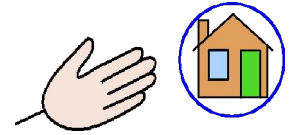
November 2009

This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar with the full policy document.

The complete policy statement can be found within the Housing Management Policy document available from the Admin Team at the Consortium Office.

Introduction

The aim of this policy is to get good quality houses and support for our Service Users

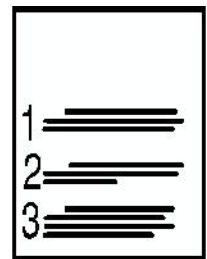


Being provided with a house

It is something that the Landlord will let the Consortium do because they know more about supporting people

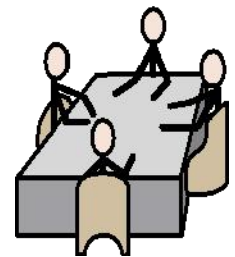
There are 3 stages;

- 1) Making a decision about who should live where
- 2) What happens once this decision is made
- 3) How this can sometimes be different



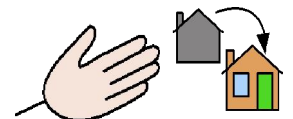
Stage 1:

- a) The person apply for a house
- b) It is looked at and considered
- c) A decision is made
- d) The person is told what has been decided



Stage 2:

This is when there will be time to prepare for the support the person needs and also to prepare for moving into the house

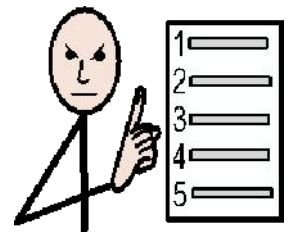


Stage 3:

This will be different if it is a new built house or if someone is moving from one house to another

Rules for living

There will be a set of rules called a 'Tenancy Agreement' for the house for both landlords and Service Users



This is legal so the rules must not be broken



The Consortium also helps in this part of the housing by dealing with any instances when the Service User breaks these rules



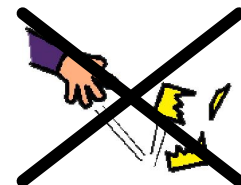
The Consortium can help the Service User to understand all of these rules



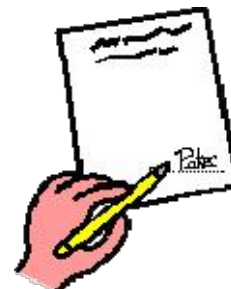
Every Service User has rights in the house e.g. the right to live in a peaceful home



They also have responsibilities in their home e.g. not to damage it and to pay the rent on time



The Service User has to sign this Tenancy Agreement

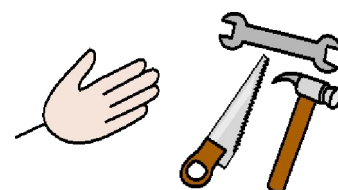


Repairs and Maintenance

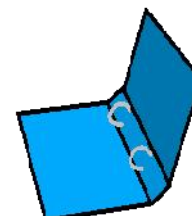
These are really important for making the homes safe and comfortable



Some repairs can be made by Service Users but sometimes they will need staff to help them



Each landlord will be different on what repairs they will do – so the 'House File' must be checked



Service Users have the right to;

- know what the landlord will repair for them
- be asked about what changes will be made
- make their own changes to the house when the landlord has said yes to them
- get money back if landlords fail to repair things

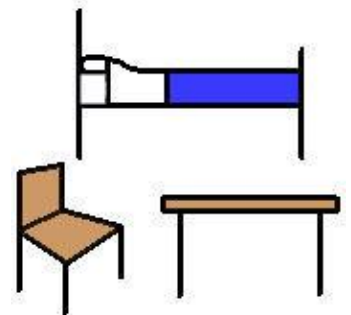


The Consortium will support Service Users to know their rights and meet their responsibilities



There are different types of repair; those that are done when they are needed, those that are planned and done every so often

Furniture in the shared areas are given by the Consortium. In Service User's private space they will have to get their own furniture



Being safe in the home

Sometimes the house might be changed to help the people living there who might have different needs from when they moved in



If there are problems with anything in the house which cannot be moved (it is fixed) e.g. the bath, then the Landlord has to sort it out



Things that are electrical and can be moved around (portable) will have to be tested for safety every year

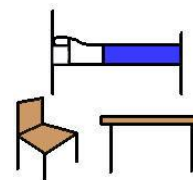


Everyone needs to know how to be safe when there is a fire in the home. A 'risk assessment' has to be carried out so people know what to do

| Appendix 2 - Fire Risk Assessment | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|
| House Address: | | |
| Description of main work activities: | | |
| Is a layout of the building available? | Yes / No | |
| Number of people normally present? | | |
| ASSESSMENT OF SEVERITY OF HARM | | |
| The possible consequences of a fire depend on the hazards present (materials and activities) and people who are at risk. Score the following checklist as follows: | | |
| Never present = 0 | Sometimes present = 1 | Always present = 2 |
| HAZARDOUS SUBSTANCES | | |
| <ul style="list-style-type: none"> Are highly flammable materials present? _____ Are explosive/reactive materials present? _____ Are large amounts of combustible materials present? _____ Are there large amounts of materials which could be hazardous if exposed to heat (e.g. toxic chemicals)? _____ Are compressed or liquefied gases present (e.g. LPG)? _____ | | |
| HAZARD - PROCESSES | | |
| <ul style="list-style-type: none"> Is hot work carried out? _____ Are there sources of ignition near flammable or combustible materials? _____ Is uncontrolled smoking permitted? _____ Is the accommodation used for sleeping? _____ | | |

In order to keep the home secure;

- there should be only a few keys to the house
- locks should be changed if someone tries to get in illegally
- furniture must be safe if there is a fire

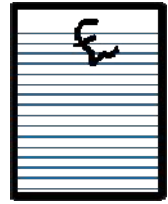


Gardens need to be a safe environment too



Rent

Service Users need to have a budget so that they can pay their rent



Sometimes the landlord will increase the amount you have to pay for rent. They should tell you in plenty of time before this happens, at least one month before and only once per year



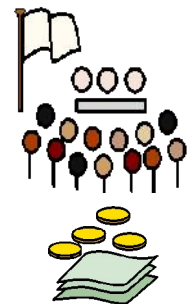
There are other things the landlord will ask for money for that is not included in the amount paid for rent

Not paying rent on time

Service Users will be supported by the Consortium to help them pay their rent on time



Service Users could be given money as help for the rent, given by the government.



Sometimes they pay too much money. This will only be paid back when the Consortium feels it should be

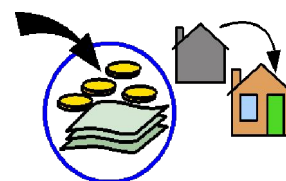
If Service Users can understand the rent then it will be easier to stop them getting behind on it



If the rent is not paid then the Housing Support Co-ordinator will talk to the Service User to find out why



If someone leaves the home then it is important to get any rent they owe from them or repay any money owed to them



Service Users getting involved

It is good for Service Users to be consulted on things to do with them and their home and to be involved in things

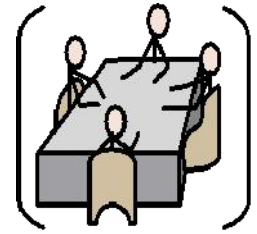


They should be consulted whenever it affects their lives

Key Workers will be involved in this

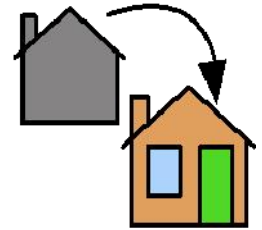


Some Service Users will be able to be more involved and will be able to be a part of committees and working groups



Moving home

Service Users will leave houses from time to time



This will either be something that we know is going to happen or something that is unplanned

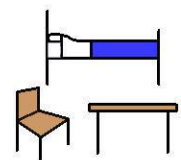
A new house will need to be found. There are different types of houses depending on the reasons why the Service User is moving



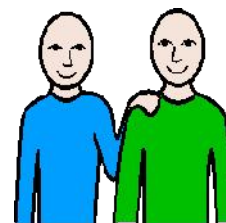
There needs to be support in this new home for the Service User and this should be talked about



When the Service Users move out it is important to make sure they take all their own furniture with them



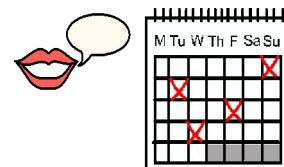
It is good to try and keep the friendships with the people in the old house



The new property should be fit for Service User to move in and this needs to be checked



Service Users will need to tell the Consortium 28 days before they want to leave a house



They will have to write to the Landlord to tell them when they are sure they want to leave, this must be done at least 28 days before moving out



The Landlord will then check the house to make sure there is no work to be done to it



Reports

The 'Housing Management' team will have to give a report 4 times a year



This includes;

- How many people have left houses
- Where people have moved to
- What money is owed
- What changes to houses have been made
- How satisfied the Service Users are

