



RELIANCE **SUPPORTED** HOUSING

WELCOME
PACK



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Welcome Home

Welcome to your new home! We hope you will be happy here and this is the first step in your journey towards independent living, thank you for choosing Reliance Social Housing.

If you need this guide in large print, braille or in another language, please let your support worker know.



Reliance – Your landlord

Reliance Social Housing CIC is a Registered Social Landlord regulated by the Regulator of Social Housing for England. We are a “not-for-profit” organisation with a company status of “community interest company”. We work in partnership with managing agents to provide accommodation with support to vulnerable individuals who fall under the definition of multiple disadvantaged.

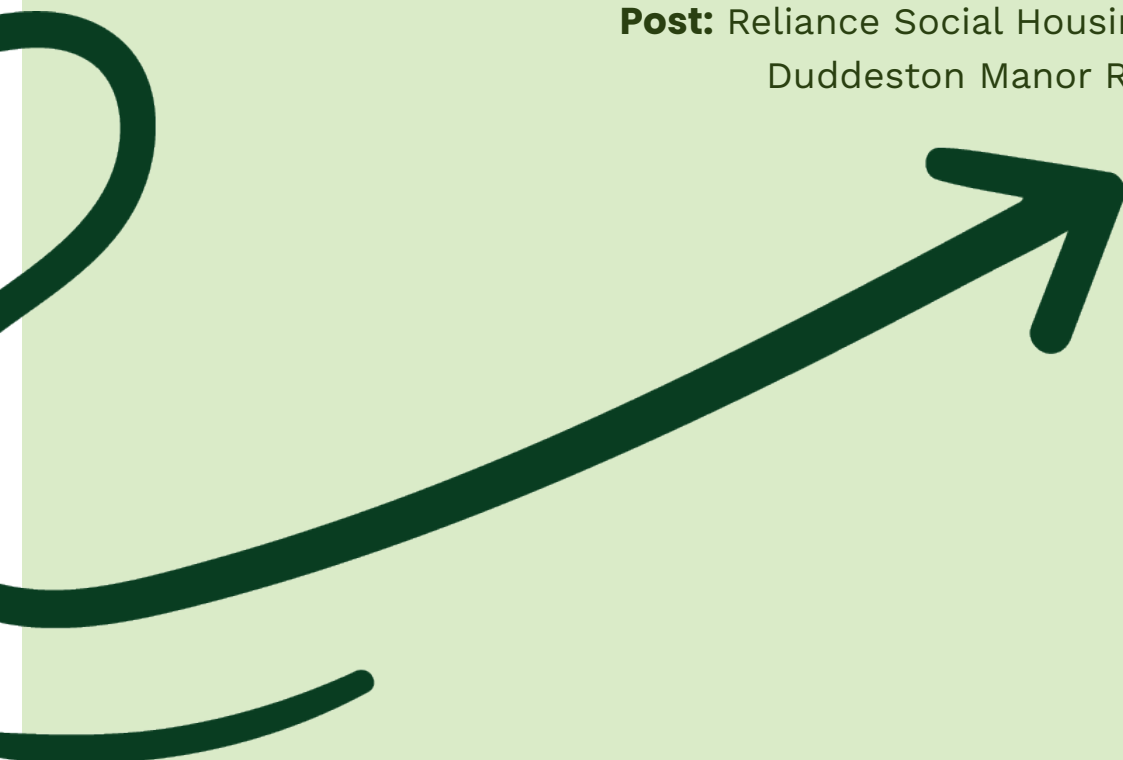


**You can always contact the
team by email, phone, or post.**

Email: info@reliancehousing.co.uk

Tel: 0800 1700 305

Post: Reliance Social Housing, St Matthews Business Centre,
Duddeston Manor Road, Birmingham, B7 4LZ



Values

Vision

To be a national provider of the highest quality affordable homes, treating residents with compassion, and thereby contributing to society at large while providing leadership within the housing sector.

Mission

To provide high-quality affordable homes with appropriate support for residents, through a sustainable partnership model which meets the broad range of housing needs for those most vulnerable in society.



What is Supported Housing?

Sometimes people need a little help to live independently. Supported housing is a home with extra services to all this to happen. Supported housing provides homes for a wide range of people including older people, people with a learning disability, people with mental health related needs, vulnerable young people and people who have experienced homelessness.

What is care support and supervision?

Support Workers will collaborate with residents to develop personalised support plans that help them build and maintain essential life skills and coping strategies. These plans are designed to prepare residents for independent living and managing their own tenancy. Additionally, residents will have access to courses that provide crucial skills for entering the workforce or pursuing further education. (link to resident portal)

Who are Managing Agents?

The managing agent is the company appointed by Reliance to run and

manage the building and support services we provide.

Your Licence Agreement

On the day you move in, you will be asked to sign a Licence Agreement. This tells you everything you need to know about your rights as a tenant. It also tells you about our responsibilities to you as a landlord. You will need to read your licence before signing it. If you need help, ask a person you trust to read it for you.

a. Your eligibility

For you to be eligible for this accommodation and the scheme, your Licence Agreement includes you agreeing to access support whilst living under our care, support and supervision. Failure to participate in the support sessions will result in you being asked to leave the property.

b. What is an Excluded License Agreement and Eviction

The term “excluded” refers to being

excluded from protection from eviction under the Protection from Eviction Act 1977. This means that under an excluded license, the landlord (or licensor) does not have to give notice to the licensee and there is no requirement to obtain a possession order from a court to lawfully evict an excluded licensee. We can simply take possession of the premises but this would only happen if you didn't meet with the license conditions.



Key Facts

This document summarises the key facts concerning the matters contained in Your Licence.

1. Your Licence is with Reliance Social Housing C.I.C (“Reliance”)
2. A ‘managing agent’ (“MA”) will manage the Accommodation for Reliance

→ CHARGES

3. You must pay a weekly Basic Rent, Service Charge and Ineligible Charge, all payable in advance every Monday

→ CONTENTS

4. Reliance will provide You with furniture and furnishings (“Contents”)
5. You do not have exclusive possession of any part of the Accommodation
6. Staff have the right to enter the Accommodation, at any time without notice
7. You can use Communal Areas e.g. kitchen, bath and sitting area

→ CHANGES TO LICENCE CHARGE

8. Licence Charge can be changed by Reliance, giving You at least 7 days’ notice
9. You can end the Licence by giving 7 days’ written notice, before the new Licence Charge takes effect

→ RELIANCE’S OBLIGATIONS

10. Allow You to occupy Your Accommodation and insure the structure of the Accommodation and the Contents (not Your personal belongings)

→ YOUR OBLIGATIONS

11. Stay at the Accommodation every night
12. If You go missing or leave the Accommodation for 7 (seven) days without informing the MA’s staff, the Accommodation will be given to another person

13. Comply with the following:

- 13.1. not bring weapons into the Accommodation or be involved in any violence
 - 13.2. not bring illicit substances to the Accommodation or be under the influence of illegal drugs or alcohol
 - 13.3. not allow visitors in the Accommodation between 9pm and 9am
 - 13.4. Reliance is not responsible for any theft, loss or damage to your possessions
 - 13.5. if the fire alarm sounds, You must evacuate the Building immediately
 - 13.6. not smoke in any area of the Accommodation
 - 13.7. keep the Accommodation clean and tidy
 - 13.8. not keep any pets
 - 13.9. act responsibly to your neighbours, including only drink alcohol responsibly and not commit any anti-social behaviour
 - 13.10. not damage the Accommodation, Building or Contents
 - 13.11. pay the Service Charges
 - 13.12. not have any alcohol in Communal Areas
14. Not take in any lodger or sub-let the Accommodation
15. Not allow anyone to live or sleep in the Accommodation (unless authorised by Reliance)
16. Not to remove or make alterations to the Contents or Accommodation
17. Not operate a business from the Accommodation
18. Not use the Accommodation for illegal or immoral activity e.g. taking illegal drugs; storing stolen goods, etc
19. Not do anything which causes a nuisance to other people e.g. playing loud music; using offensive language etc
20. Not harass any person, including on the grounds of: race, gender, ability, religion etc
21. Not park any vehicle in the Communal Areas without Reliance / MA's prior consent
22. If You damage the Accommodation, You must pay for the full repairing or replacement cost
23. You must not keep anything which may cause an explosion

→ **HOW YOU CAN END THE LICENCE**

- 24. You must give Reliance at least 1 week's notice.
- 25. if You leave without giving 1 week's notice, to then pay the Licence Charge as if You had given 1 week's notice

→ **MOVING OUT**

26. On the date your Licence ends, you will: move out and take Your belongings; return the keys; leave the Accommodation and Contents in a good condition

→ **HOW RELIANCE CAN END THE LICENCE**

27. Reliance can end the Licence at any time, by giving You REASONABLE notice

28. The Licence is likely to be ended if You fail to: pay the Licence Charge; or comply with your obligations

→ **COMPLAINTS PROCEDURE**

29. You can make a complaint in a way that is the most convenient for YOU. Complaints are welcomed from all customers, their advocates, representatives or third parties affected by Reliance services. This could be in writing or in person to Reliance Social Housing C.I.C, St Mathews Business Centre, Duddeston Manor Road, Birmingham, B7 4LZ, over the telephone - 0800 1700 305, email complaints@reliancehousing.co.uk or to the Managing Agent:—Please note that only Reliance will handle and deal with the complaint; the Managing Agent will deal with any service requests You may have made but not a complaint. The Managing Agent will refer all complaints to Reliance Social Housing.

30. You can also appeal to the Housing Ombudsman at any stage of the complaint: <http://www.housing-ombudsman.org.uk/>

31. You can also get advice from a Citizens Advice Bureau, Housing Advice Centre, Law Centre or a Solicitor

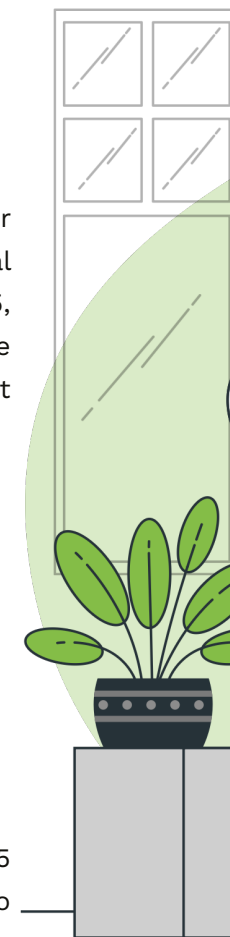
→ **SUPPORT ARRANGEMENTS**

32. You must attend a support session with Your support worker at least once a week, as per Your support plan

→ **GENERAL**

33. The Accommodation is provided on the basis of being akin to a 'hostel' (as defined in section 622 of the Housing Act 1985 and Regulation 2(1) of the Housing Benefit Regulations 2006/213) - this is because the Building: (a) is provided for persons who require support and are unable to obtain permanent accommodation; and (b) the Accommodation:

- is a residential accommodation (not separate and self-contained units); and
- has facilities for food preparation, adequate for the residents





Before signing the Licence, please sign below to confirm that you understand the above key facts concerning the Licence and that all of your rights and obligations under the Licence have been explained to you by Reliance / MA.

Signed by the Licensee

Dated

Signed on behalf of Reliance Social Housing C.I.C

Dated

Rents

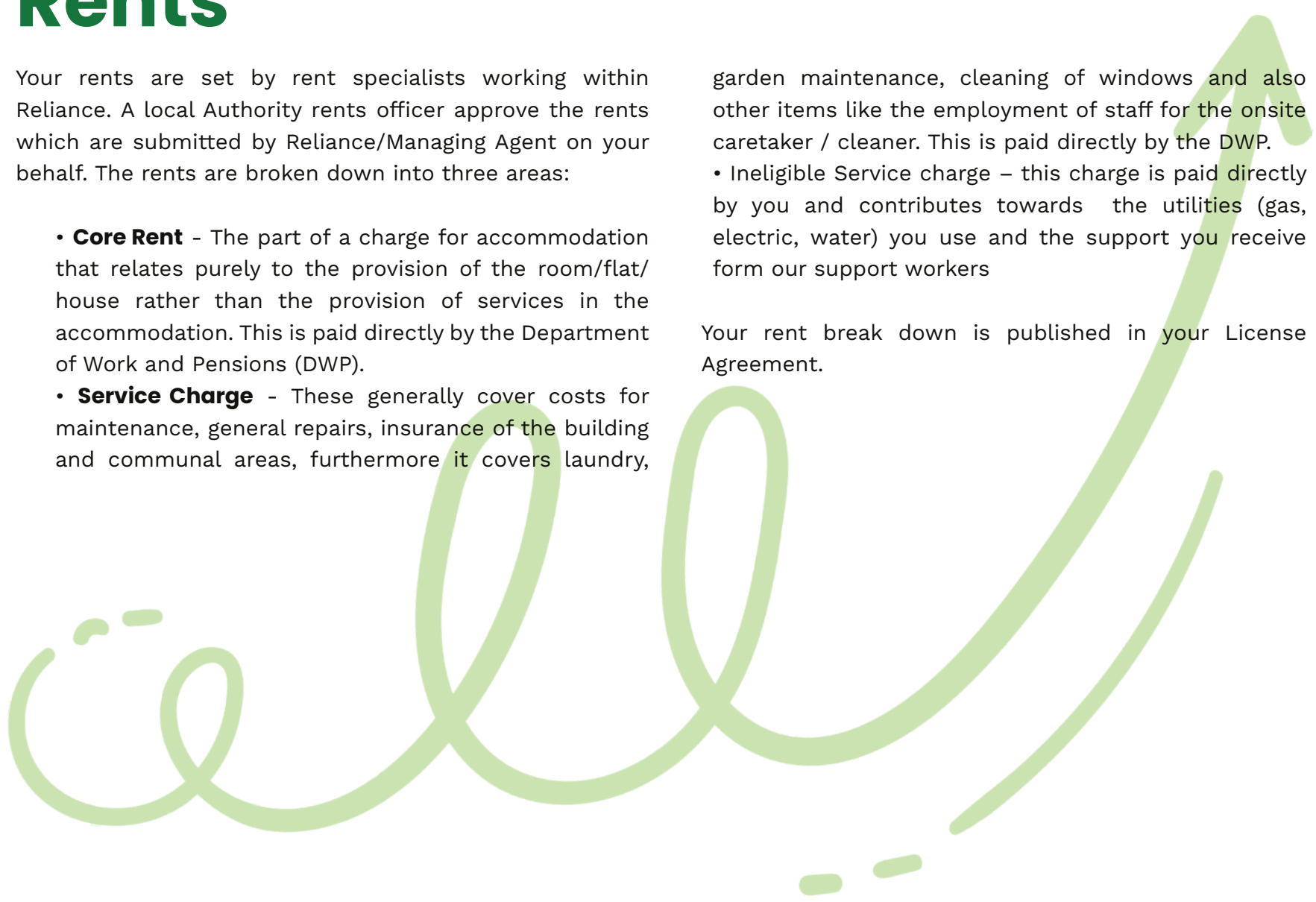
Your rents are set by rent specialists working within Reliance. A local Authority rents officer approve the rents which are submitted by Reliance/Managing Agent on your behalf. The rents are broken down into three areas:

- **Core Rent** - The part of a charge for accommodation that relates purely to the provision of the room/flat/ house rather than the provision of services in the accommodation. This is paid directly by the Department of Work and Pensions (DWP).
- **Service Charge** - These generally cover costs for maintenance, general repairs, insurance of the building and communal areas, furthermore it covers laundry,

garden maintenance, cleaning of windows and also other items like the employment of staff for the onsite caretaker / cleaner. This is paid directly by the DWP.

- **Ineligible Service charge** – this charge is paid directly by you and contributes towards the utilities (gas, electric, water) you use and the support you receive from our support workers

Your rent break down is published in your License Agreement.



Your Accommodation

Your home will be managed on behalf of Reliance by one of our Managing Agents. In your accommodation the communal hallway will display a Reliance notice board, this has vital information for you to read and understand. Your property will be fully furnished and include all essential items such as bedding and cutlery.

We expect you to

- Be eligible for the accommodation.
- Be open and honest with your background checks.
- Keep your room and any communal areas clean and tidy.
- Be respectful of others.
- Attend all support sessions.
- Communicate well with your support worker and any representative from Reliance.

What you can expect from us. We will:

- Keep your accommodation clean and well maintained.
- Make sure your home is safe and secure.
- Make sure your home is warm and ventilated.

- Make sure you receive your support entitlement.
- Make sure you have opportunities to seek advice and assistance.
- Make sure you have a voice in the services we provide.

There is a strict NO SMOKING policy in the accommodation.

Pets

- You must have written consent from your support worker before you can keep pets in the property.
- All pets are the sole responsibility of the resident.
- Pet cleanliness and welfare is entirely the resident's responsibility.

Visitors:

- You cannot have visitors after 9 o'clock at night or before 9 o'clock in the morning.
- Children visiting the property must always have an adult with them.
- Your visitors must not behave in a way that will disturb anybody else.

Support

Your Licence Agreement includes you agreeing to access support whilst living in the property. Your Support Worker will agree with you what day you meet with them each week. If you have not met them on your first day, your Support Worker will be in touch to introduce themselves to you soon.

Your Support Worker will support you to adapt to your new property and provide you with essential information you'll need to know relating to the property and your local community.

Your Support Worker will arrange to meet with you to discuss and implement a Support Plan and Risk Assessment. Both are detailed, personalised documents that set out a list of the things you want to achieve and any support you may need to do so.

In the unlikely event that you are not able to attend your session in person, for example you're away visiting relatives, your support will be completed by telephone. It is essential that you attend support sessions as failure to do so is a breach of your license and could result in you being asked to leave the property.





Your Accommodation

Anti-Social Behaviour

We operate a Zero Tolerance Policy towards any type of Anti-Social Behaviour. Anti-Social Behaviour is any action that is threatened or carried out that can cause harm to you or others. This would include but not limited to:

- Threats
- Harassment
- Vandalism
- Abusive language
- Using the property for illicit means
- Allowing others to stay at the property
- Noise disturbance

Safeguarding

The Care Act statutory guidance defines adult safeguarding as: Protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

If you feel you are being abused or are at risk of being abused you can speak to your Support Worker who will assist you in taking action to keep yourself safe, contact Reliance directly or use one of the useful numbers below.

Reliance has a duty of care to report any concerns that may cause you or others harm.



Accessibility and getting involved

We welcome any feedback you may have relating to your new home.

a. Complaints

Should you have any concerns, in the first instance, please speak to your Support Worker. If you are not satisfied with their response or if your complaint is about your Support Worker, then you can contact Reliance at:

Email: complaints@reliancehousing.co.uk or
Tel: 0121 200 8931 and select option 5.

The complaints policy is also available to view on our website.

b. Compliments

We also want to hear about your positive feedback. If you have a positive experience that you want us to

know about regarding your accommodation or support, please let us know at info@reliancehousing.co.uk.

c. Resident Engagement, your voice

We understand people have an emotional connection to their homes, for residents on an excluded license, there is also a sense of having less control over major decisions about their homes. Hearing the voice of our residents, is a priority for Reliance. You have the right for your voice to be heard from ground level, right through to our Board. Your opinions are important to us and your voice will ensure you are always at the centre of our decision making. We use multiple avenues for you to do this such as our

- Resident Engagement Panel
- Resident Surveys which are completed by KCC twice a year.
- Community Liaison Officers





Data Protection

Reliance is committed to protecting your personal data and adhere to the strict guidelines as set out in the Data Protection Act 2018. More details can be found in your Confidentiality Agreement that your Support Worker will talk through with you.

Contact Us

Email: : info@reliancehousing.co.uk

Tel: 0800 1700 305 & 01212008931

Post: Reliance Social Housing, St Matthews Business Centre, Duddeston Manor Road, Birmingham, B7 4LZ

Sexual Health

<https://umbrellahealth.co.uk/page/contact-us>
0121 237 5700

LGBT support

<https://blgbt.org/contact/>
0121 643 0821

Substance and alcohol misuse support

<http://www.kikitproject.org/contact-us/>
0121 448 3883 or 07392729046

Homelessness awareness

<https://www.sifafireside.co.uk/pages/29-what-we-do>
0121 303 2296

Substance and alcohol misuse support

<https://www.changegrowlive.org/content/reach-out-recovery-birmingham>
0121 227 5890

Mental health services

<https://birminghammind.org/services/>
0121 262 3555

Gambling, drugs, alcohol, mental health

<https://www.priorygroup.com/addiction-treatment/gambling-addiction-treatment>
0808 301 4962

Gambling addiction

<https://www.gamcare.org.uk/>
0808 802 0133

Mental health up to 25 years of age

<https://www.forwardthinkingbirmingham.org.uk/>
0300 300 0099

Mental health

<https://www.samaritans.org/branches/birmingham/>
116 123

General support – homelessness

<https://www.cranstoun.org/services/supported-housing/swanswell-birmingham/>
0121 633 1750

Drug and Alcohol Rehab

<https://www.newleafrecovery.co.uk/>
0300 999 0330

Domestic Violence

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>
0300 999 0330

Drug and Alcohol Rehab

<https://www.newleafrecovery.co.uk/>
0300 999 0330

Domestic Violence

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>
0300 999 0330

Financial Support

<https://www.gov.uk/government/organisations/department-for-work-pensions>
<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>
0800 144 8 444

Report a Hate Crime

<https://www.gov.uk/report-hate-crime>
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Enjoy Your Time With Us

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