



RELIANCE SOCIAL HOUSING

WELCOME  
PACK



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A photograph of a living room during a move. On the left, a person's arm is visible placing a box on a stack of three cardboard boxes. In the background, a silver step ladder and more boxes are visible. A dark grey sofa is in the foreground. A large green semi-circle is overlaid on the right side of the image, containing the text 'Welcome Home' and a hand-drawn arrow.

# Welcome Home





# Welcome to your new home!

Welcome to your new home! We hope you will be happy here and thank you for choosing Reliance Social Housing CIC.

This Welcome Pack has been prepared as a reference guide to help you feel happy in your home for as long as you wish. It contains useful information about your new home, together with information on your rights and responsibilities as well as those of Reliance Social Housing CIC.

We do hope that you enjoy living in your new home and that you find this handbook helpful.

If you need this guide in large print, braille or in another language, please let your Social Housing Officer 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 operate in 19 different cities providing supported Exempt accommodation and social housing. We ensure that all our services are designed to address the needs of the communities we work with.

## **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.

## **Values**

### **Integrity**

We shall – uncompromisingly – exhibit the highest level of moral and ethical behaviour in all our dealings with all stakeholders, making openness and transparency central to every interaction.

### **Culture**

We shall create an inclusive organisation that treats staff, Residents, members of our communities as family, taking care that in every experience of Reliance and its services they are treated with respect and kindness.

### **People**

We will listen to the preferences and needs of our Residents and communities, ensuring they inform decision-making, resulting in service provision that is caring, respectful, and responsive to those preferences and needs.



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

**Email:** [lettings@reliancehousing.co.uk](mailto:lettings@reliancehousing.co.uk)

**Tel:** 0121 200 8931

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



# Your Tenancy Agreement

Before you move in, you will be asked to sign an assured shorthold Tenancy (AST) Agreement. This tells you everything you need to know about your rights as a resident. It also tells you about our agreement to you as a landlord. You will need to read your tenancy before signing it and note you do not have the option to purchase the property outright.

If you need help, please let your Social Housing Officer know.

# Rents

As a Reliance Social Housing resident your rent is set by us. Our rents are set in line with a government formula based on:

- Value of your property
- Number of bedrooms
- Average local earnings

Our aim is to set rents that are affordable to all our residents but cover the costs of providing and managing your home.

If you are on a low income, you may be able to get help towards paying some or all your rent, in the form of Universal Credit or Housing Benefit. Your Social Housing Officer will be able to advise you about how to claim or visit <https://www.gov.uk/check-benefits-financial-support>

Your rent is used to pay the following:

- Repairs and maintenance of the property such as collecting rents, organising repairs, providing services.
- Investing in improvements to your service

## **a. Rent Increases**

Your rent may increase once per year usually from the start of the tenancy date. You will be given four weeks' notice of any changes.

Further information on rent & rent increases can be found within your tenancy agreement.

## **b. Rent Arrears**

If you have any difficulties in paying your rent, you must inform us immediately. We will also be monitoring your account carefully and will contact you to discuss any missed payments. We will help you to manage any arrears by giving money and benefit advice and helping you to arrange for regular repayments. However, if you do not keep up the payments or do not keep in touch with us, we will have to talk to you about the consequences and this could result in applying to court for possession of your home.

**Payment Methods**





### **c.Payment Methods**

You can pay your rent the following ways:

#### **Standing Order/Direct Debit**

This is the easiest way to pay your rent and once you have completed the direct debit/standing order form we will receive the money from your account. When the rent and other charges change, we give you four weeks' notice and then you can arrange with your bank to pay the new amount.



# Your rights and responsibilities ✓✗

Your tenancy with reliance Social Housing will be an assured tenancy. You will have been advised of these rights at the start of your tenancy but if you need to check any of the details, please refer to your tenancy agreement or contact your local Neighbourhood Office.

- ✓ Paying your rent on time
- ✓ Paying your council tax & all utilities as you're responsible for this.
- ✓ Paying any service charges that may be due.
- ✓ Living in the property as your main/principal home and not to assign or sub-let the whole property. By law you must not allow too many people to live in your home. Your agreement will give you the permitted or maximum number.
- ✓ Keeping the home and garden in good order including internal decoration
- ✓ Making good any damage and reporting repairs including reporting pests
- ✓ Allowing access for repairs
- ✓ Advising us if you leave the property for 28 days or more
- ✓ Respecting your neighbours and not causing nuisance or harassment
- ✓ Parking respectfully
- ✓ Keeping any communal areas clean and safe

**Not using the property for any illegal or improper activities such as but not limited to:**

- ✗ **Unauthorised Access:** Refrain from attempting to gain unauthorised access to systems, networks, or data. Hacking into someone else's accounts or devices is illegal and unethical.
- ✗ **Illegal Substances:** Avoid using the property for any activities related to illegal substances, such as drug trafficking or manufacturing.
- ✗ **Harassment or Threats:** Do not use the property to harass, threaten, or intimidate others. Respectful communication is essential.
- ✗ **Fraudulent Activities:** Using the property for fraudulent purposes, such as identity theft, credit card fraud, or Ponzi schemes, is strictly prohibited.
- ✗ **Copyright Violations:** Respect intellectual property rights. Do not use the property to distribute copyrighted material without proper authorization.
- ✗ **Cyberbullying:** Do not engage in cyberbullying or harmful behaviour towards others online.
- ✗ Obtaining written permission from us if you need or want to do any of the following:
  - Seek permission prior to obtaining any Pets.
  - Carry out business from the property.
  - Carry out repairs/improvements including
  - Changes to the Tenancy Agreement
- ✗ Leaving the property in good condition if you plan to move
- ✗ Giving us four weeks' notice if you plan to move.

### **a. Property Inspections**

Reliance Social Housing CIC conduct property inspections bi-annually to ensure standards do not drop. The HSSRS inspections are carried out by approved independent contractors who determine where your accommodation is habitable or not. Furthermore, we also inspect the property for damp, mould, and condensation to ensure you are living in a healthy environment. We will arrange a suitable time with you for the inspections to be carried out.

### **b. Property Compliance**

To ensure you are living in a safe environment Reliance have an approved panel of experienced engineers who conduct all statutory inspections such as FIRE/LEGIONELLA /ASBESTOS/ GAS/ELECTRIC annually and when required. Again, we will arrange a suitable time with you for the inspections to be carried out.

### **c. Repairs & Remedial**

We are responsible for carrying out:

- All structural and external repairs (unless damage is caused by the resident or a member of their family/visitor)
- Repairs to installations where applicable\*, such as:
  - o Heating and hot water systems
  - o Gas fires
  - o Sanitation ware
  - o Plumbing to external areas
  - o Repairs to and painting of communal and/or external areas



## **Home Safety Tips**



## Electricity



- Do not overload sockets - the most serious consequence of this could be fire.
- Electricity and water do not mix - never take electrical appliances into the bathroom. Try not to put items containing liquids onto appliances.

## Chemicals



- Never play around with or swallow a liquid not meant for drinking.
- Cleaning products contain harmful and irritating substances.
- Always read the labels.

## Gas



- Make sure gas appliances are turned off properly when not in use.
- If you ever smell gas - turn off the mains supply and call the emergency gas number.
- Do not turn on the lights or do anything that may cause a spark.

## Hot Objects



- If there are small children or animals in the house, take care not to leave irons, boiling saucepans, hair curlers etc. easily accessible.
- Take care with on electrical items.
- Ensure lights are turned off when not in use.

## Smoking



- It is never safe to smoke within your home, but if you do, never leave a cigarette unattended.
- It is much safer to smoke cigarettes outside rather than inside your home.
- Cigarettes cause many house fires resulting in injuries and fatalities.

## Security



- Always lock your doors and ensure at night that your windows are not open enough to be accessible.
- Do not make it easy for a burglar to enter your home through a door or window.
- Keep valuable items out of sight.

# Anti-Social Behaviour

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

- Threats
- Harassment
- Vandalism
- Abusive language
- Using the property for illicit means
- Noise disturbance

This is what is included in your ASB policy so I would suggest you use some/all of this to help consistency:

- conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- conduct capable of causing nuisance or annoyance to a person in relation to that person's

occupation of residential premises

- conduct capable of causing "housing-related" nuisance or annoyance to any person (housing related meaning directly or indirectly relating to our housing management functions)

- We provide examples of behaviour that falls within this definition in our various tenancy, occupancy and licence agreements. Below are some examples of the more common types of anti-social behaviour, but this list is not exhaustive

- harassment
- using or threatening to use violence
- bullying or intimidation
- repeated abusive language or behaviour
- actions of hostility or prejudice against anyone because of their actual or perceived identity,



whether that be their race, religion, disability, sexual orientation, transgender identity or alternative sub-culture (this is known as a hate incident or hate crime)

- any incident or pattern of incidents of controlling, coercive, threatening behaviour violence or abuse between those who are, or have been, intimate partners or family members regardless of gender (this is known as domestic abuse)
- loud music and/or noise that can cause nuisance or annoyance to a reasonable person.
- dog barking and fouling that is capable of causing nuisance or annoyance
- making false or malicious complaints about someone else's behaviour
- using the property or allowing it to be used for any immoral or illegal purpose causing or
- committing any act of violence or any form of harassment, intimidation or abuse against any member of our staff or anyone authorised to act on our behalf





# 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 Social Housing Officer. If you are not satisfied with their response or if your complaint is about your Social Housing Officer, then you can contact Reliance Social Housing CIC at:

**Email: [complaints@reliancehousing.co.uk](mailto:complaints@reliancehousing.co.uk) or  
Tel: 0121 200 8931** and select option 5.

## **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 new home, please let us know at [info@reliancehousing.co.uk](mailto:info@reliancehousing.co.uk)

## **c. Resident Engagement, your voice**

We understand people have an emotional connection to their homes, for residents, 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.

Through our resident engagement panel, we will work together to improve and develop services. Our Resident Engagement panel is used to gain feedback on our services, policies and future direction. It is a platform to raise any issues which you feel should be addressed by Reliance.

Reliance invites you to join our Resident Panel, please visit our website under the contact us tab, select Resident Engagement Panel application, complete and submit the application form.

If you have any other suggestions for resident engagement, please email our Resident Engagement Lead, Ayesha Andrzejczak.

## **d. Satisfaction Measures**

Tenant Satisfaction Measures (TSMs) are a crucial aspect of social housing regulation in England. The Regulator of Social Housing (RSH) has introduced TSMs to assess how well social housing landlords in England deliver quality homes and services to and make landlords' performance more visible and empower tenants.

TSMs cover five main themes:

- Building Safety
- Repairs
- Tenant Engagement (respectful and helpful)
- Complaint Handling
- Neighbourhood Management





# Data Protection

Reliance is committed to protecting your personal data and adhere to the strict guidelines as set out in GDPR legislation. Adherence to data protection guidelines benefits residents by safeguarding their privacy, ensuring transparency, and giving them control over their personal information.

## Contact Us

**Email:** [Lettings@reliancehousing.co.uk](mailto:Lettings@reliancehousing.co.uk)

**Tel:** 0121 200 8931

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

# Local Amenities

## Medical Practice/GP

Surgery/Practice Name:  
Address:  
Telephone No:  
Summary of service provided:  
Picture of surgery (Google Image)

## Local Walk in Centre

Name:  
Address:  
Telephone No:  
Summary of service provided:  
Picture (Google Image)

## Nearest Hospital

Surgery/Practice Name:  
Address:  
Telephone No:  
Summary of service provided:  
Picture of surgery (Google Image)

## Nearest Chemist

Name:  
Address:  
Telephone No:  
Summary of service provided:  
Picture (Google Image)

## Dentist

Dental Surgery Name:  
Address:  
Telephone No:  
Picture of surgery (Google Image)

## Local Leisure Centre

Name:  
Address:  
Telephone No:  
Summary of service provided  
Picture of centre (Google Image)

## Local Park

Name:  
Address:  
Telephone No:  
Picture of centre (Google Image)

## Local Train station

Name:  
Address:  
Telephone No:  
Picture of centre (Google Image)

## Local Taxi Operator

Name:  
Telephone Number:

## Local Job Centre

Name:  
Address:  
Telephone No:  
Picture of centre (Google Image)

## Local School

Name:  
Address:  
Telephone No:  
Picture of centre (Google Image)

## Local Shopping Centre

Name:  
Address:  
Telephone No:  
Picture of centre (Google Image)

## Local Bank/Post Office

Name:  
Address:  
Telephone No:  
Picture of centre (Google Image)



# Reliance Social Housing CIC Contact Details

## **Reliance Social Housing Officer**

**Office Address:** St Matthews Business Centre, Duddeston manor Road, Birmingham, B7 4LZ

**Tel No:** 0121 200 8931

**Tel No 2:** 0800 1700 305

**Email:** [Lettings@reliancehousing.co.uk](mailto:Lettings@reliancehousing.co.uk)

## **Emergency Repairs**

As above

## **Emergency Services**

Police – 999

Ambulance – 999

Fire – 999

## **Non-Emergency Services**

Police – 101

NHS – 111

# Useful Information

Your landlord	Name: Reliance Social Housing CIC Number: 0121 200 8931 Email: Lettings@reliancehousing.co.uk Office Address: St Matthews Business Centre, Duddeston Manor Road, Birmingham, B7 4LZ
Your Social Housing Officer is	Name: Mohammed Rafi Number: 0121 200 8931 Email: Lettings@reliancehousing.co.uk
Victim Support	0808 168 9111
Bullying UK	0808 800 2222
If you smell gas or your CO detector activates	0800 111 999
Reliance Community Liaison Officer:	Naz / Mubarik



# Useful Contacts

Logo

## **Sexual Health**

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

Logo

## **LGBT support**

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

Logo

## **Substance and alcohol misuse support**

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

Logo

## **Homelessness awareness**

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

Logo

## **Substance and alcohol misuse support**

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

Logo

## **Mental health services**

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

Logo

## **Gambling, drugs, alcohol, mental health**

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

Logo

## **Gambling addition**

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

Logo

## **Mental health up to 25 years of age**

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

Logo

## **Mental health**

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

Logo

## **General support – homelessness**

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

Logo

## **Drug and Alcohol Rehab**

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

# RELIANCE

## SOCIAL HOUSING

GENERATE | ACQUIRE | DEPLOY





**RELIANCE**  
SOCIAL HOUSING