



CHANGING TO SPECIALISED SUPPORTED HOUSING

QUESTIONS AND
ANSWERS

About the changes

What is happening?



Your landlord is changing to Encircle Housing.



Your personal care and support will not change. You will have the same care provider.

Can you still live in your home?



Yes, you can continue living in your home. We want you to be happy and live the life you choose.

Will you be involved in the changes?



We want you and the important people in your life to be involved in any changes, so you continue to get the best support and housing service.

About your new landlord



Encircle Housing can help you in many ways, including:



- Provide a home that is safe and in good condition
- Help you to understand and give advice about your tenancy
- Share your views and have your say in our services

Your tenancy



Will your tenancy change?



You will sign a new Tenancy Agreement with Encircle Housing. This will explain:

- This is your home
- You pay rent to live there
- You have rights and responsibilities



Rent and bills

Your rent



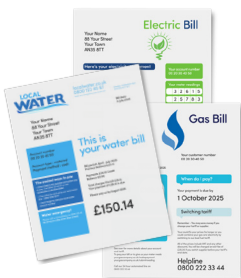
You are responsible for paying your rent. We usually change your rent once a year. We will write to you to tell you the new amount. We always try to keep costs as low as possible.

Housing Benefit



If you can get Housing Benefit, we will help you to make a claim. This can cover all of your rent and service charges but it does not include your own personal use of water, electric and heating bills.

Water, electric and heating bills



If you claim Housing Benefit, this can help to pay for water, electric and heating bills in shared areas of your home.

Do you have any questions?



If you have any questions please call us and a member of our team will be happy to help.

CONTACT US

GENERAL ENQUIRIES

0330 390 0517

contactus@encircleha.co.uk

REPAIRS

0330 094 0142

repairs@encircleha.co.uk

Encircle Housing, First Floor, Lister House,
Lister Hill, Horsforth, Leeds, LS18 5AZ

Encircle Housing. Registered Provider of Social Housing Number
4784 and Co-operative and Community Benefit Society FCA
Number 8071. Encircle Housing has charitable rules.