



CHANGING TO SPECIALISED SUPPORTED HOUSING

QUESTIONS AND
ANSWERS



QUESTIONS AND ANSWERS

We want you and other important people in your life to be involved in any changes that are made to your personal care, support and home.

ABOUT THE CHANGES

WHY IS YOUR HOME CHANGING TO SPECIALIST SUPPORTED HOUSING?

Right now, the same organisation owns your home and also provides your day-to-day care.

When your home changes to specialist supported housing, your home and your support are provided separately. One organisation will be your landlord, and another will provide your personal support. The housing is regulated by the Regulator of Social Housing and your care by the Care Quality Commission (CQC).

CARE, SUPPORT AND HOUSING?

Your care provider is experienced in giving you the personal care and support you need. Encircle Housing is your landlord and provides a safe, good-quality home. We also offer housing support to help you manage your tenancy and have a say in the services you receive.

Your care provider will continue to give your day-to-day care and support, while Encircle Housing looks after housing matters. Both are committed to making sure you receive high-quality care, support, and housing.

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.





MAKING DECISIONS

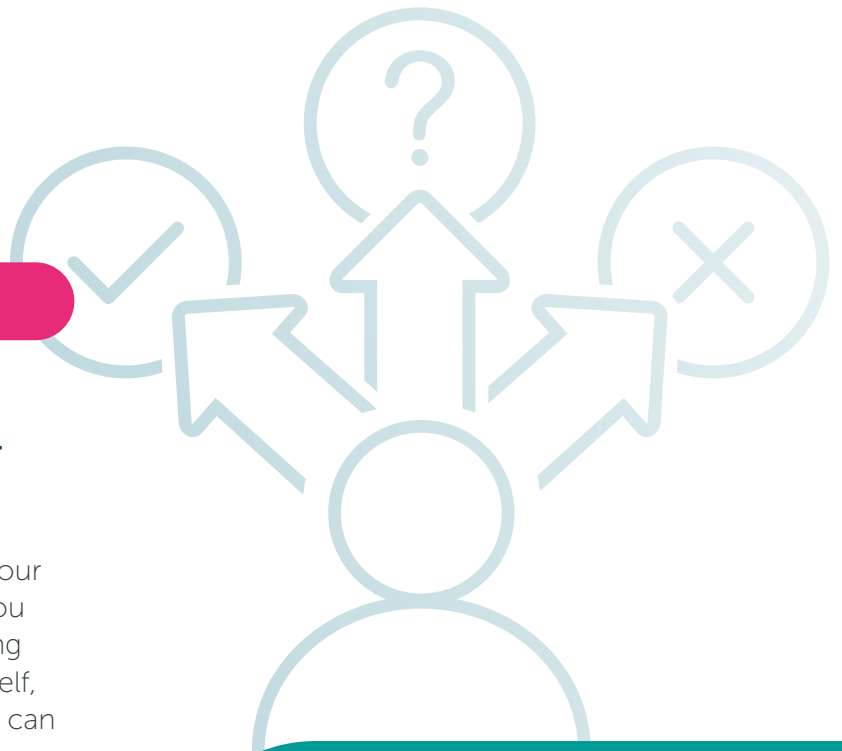
WILL YOU BE INVOLVED IN MAKING DECISIONS ABOUT THE CHANGES?

We want you and the important people in your life to be involved in any changes, so that you continue to get the best support and housing service. If you cannot make decisions yourself, legal appointees or “Best Interest Decisions” can help. Together, we will make decisions that are right for you.

WHAT IF YOU CANNOT MAKE DECISIONS FOR YOURSELF?

That is okay. There are legal ways, like having an appointee or using “Best Interest Decisions,” to help make decisions on your behalf.

We will help you understand the information and include you as much as possible. We can provide information in different formats and will always treat you with dignity and respect during these changes.



HERE TO HELP

If you have got any questions, please call us on **0330 390 0157** or email **contactus@encircleha.co.uk**



QUESTIONS AND ANSWERS



TENANCY AGREEMENT

WHAT IF YOU CANNOT UNDERSTAND YOUR TENANCY AGREEMENT?

In supported housing, everyone is given a tenancy.

If you cannot understand or sign the tenancy, there are legal ways to make sure you still have the same rights as everyone else.

A person who has been granted the legal authority through the Court of Protection or Power of Attorney may be able to sign on your behalf.

The Court of Protection can also approve a tenancy on someone's behalf if needed.

Not fully understanding every detail of the tenancy does not mean you cannot sign. What matters is that you understand the key points, such as:

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

Care staff and housing staff will help explain this in clear ways and use easy read guides to help you understand.

The law (the Mental Capacity Act) says:

- **Everyone is presumed to have capacity unless shown otherwise**
- **People should get support to understand before decisions are made for them**
- **Making an unwise choice does not mean you lack capacity**
- **If you cannot make a decision yourself, someone else will make it for you in the way that is best for you and causes the least restriction**





QUESTIONS AND ANSWERS



RENT AND BILLS

WILL YOUR RENT CHANGE?

Some costs may go up, and some may go down. You may also be able to claim personal benefits that you are entitled to.

We are committed to supported housing and will work together to invest in both your home and the support you receive to make sure it benefits you.

WHO WILL APPLY FOR HOUSING BENEFIT ENTITLEMENT?

If you can get Housing Benefit, we can help by submitting the claim for you.

If you have less than £16,000 in savings, you should be able to get Housing Benefit to cover all or part of your rent. Encircle Housing and

your care provider will support you with your claim, which may include filling in forms or doing assessments.

If you cannot complete the forms yourself, there are processes in place to help you.

WHAT ABOUT UTILITY COSTS SUCH AS ELECTRIC, HEATING AND WATER?

If you get Housing Benefit, it will help cover the shared or communal costs.





CONTACT US

GENERAL ENQUIRIES

0330 390 0517

contactus@encircleha.co.uk

REPAIRS

0330 094 0142

repairs@encircleha.co.uk

Encircle Housing, Lister House, Lister Street,
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.