



WHAT IS SPECIALISED SUPPORTED HOUSING?

This guide explains how the right home and support can help you to live independently.



WHAT IS SPECIALISED SUPPORTED HOUSING?

Specialised supported housing is a home for people who need extra support to live safely and as independently as possible. It is different from other types of housing because the home and support are planned around each person's needs.



RESPONSIBILITIES

A person's home and care are provided by different organisations. They work together with you and the important people in your life.

Your landlord,

Encircle Housing is responsible for providing housing and services:

- Providing a safe and secure home that is well maintained
- Helping you to maintain your tenancy
- Providing tenancy support
- Helping you to have your say

Your care provider

is responsible for things such as:

- Your personal care and wellbeing
- Supporting you in your home and community
- Financial advice or budgeting support
- Helping you achieve your goal





SPECIALISED SUPPORTED HOUSING WITH ENCIRCLE HOUSING

Encircle Housing is a registered supported housing landlord. We provide housing across England, Wales and Northern Ireland.

We have a range of different types of housing including flats, terraced houses, bungalows, detached houses, and blocks of apartments.



FINDING A HOME

You may need to live on your own, share with others, or have a home specially adapted.

We will work with you, your care team, your family, carers and anyone else who is important to you to help find the right home and environment in the community.

New home

You may want to move into a new home that may be close to family, friends or your local community.

Living in your current home

You could already live in your home, with us becoming your new landlord.

Moving into one of our properties

You may want to move into one of our supported housing properties when a suitable home becomes available.





OUR SERVICES AND TENANCY SUPPORT

We can help you maintain your tenancy and keep your home in a good condition. We work closely with you, and those who support you, to provide joined-up tenancy support.



Our Housing Team helps you to maintain your tenancy, and provides tenancy support which is also known as intensive housing management.

Your tenancy: We work closely with you to help you understand your tenancy, including your rights and responsibilities.

Regular visits: We visit regularly to discuss housing matters and any concerns you may have.

Work with or on behalf of you: We work with you or on behalf of you to resolve any housing matters, safeguarding issues or concerns and benefit claims.

Tenancy support calls: We carry out care provider calls to discuss your tenancy support, such as any issues, maintenance or repairs.

Tenants Talk events: Our Tenants Talk events are informal conversations that take place in your home, often around an activity you enjoy or topics relating to your tenancy support or a them.

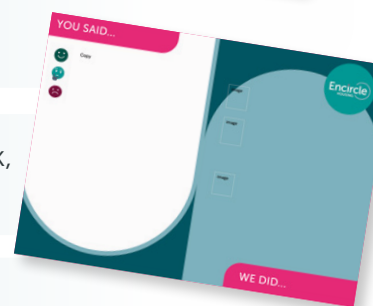
You Said, We Did: We use a "You Said, We Did" poster to show the feedback, questions or concerns you have raised and any actions that we have taken.

Your bills: We support you to understand your household bills and explore the best tariffs where possible.

Outdoor projects: Gardening and outdoor projects are a great way to enjoy fresh air and stay active.

Activities: You can join a range of tenancy support events at home or in your local community.

Improving your shared spaces: We welcome your ideas on how to improve shared spaces in your community.





REPAIRS AND MAINTENANCE

We make sure you have a safe, secure and well maintained home.

Repairs: We carry out repair work to your home and can work with other organisations to carry out this work where needed.

Planned maintenance work: To keep your home in excellent condition, we carry out planned maintenance and improvement works, such as decorating your home, and new kitchens.

Keep your home safe and secure: We carry out fire risk assessments, electricity and gas safety checks and service appliances and boilers.

Fire safety inspections: Where possible, we involve you in visits, such as fire safety inspections so you can see how we keep your home safe.

Adaptations: We support you with adaptations by check the work that is needed and ensuring you have choice where possible.

Using technology: We use technology from environmental monitors to improve the comfort of your home such as the quality of the air in your home.



YOUR RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

You have the right to:

- Live in a safe, secure and well-maintained home
- Be treated with dignity, respect and fairness
- Receive good housing and repairs services
- Be involved in decisions that affect your tenancy
- Share your views and have your voice heard

YOUR RESPONSIBILITIES

You are responsible for:

- Paying your rent and any eligible service charges
- Looking after your home
- Reporting repairs as soon as possible
- Respecting your neighbours
- Following the terms of your tenancy agreement
- Working with your landlord and care provider to help maintain your tenancy



LISTENING, LEARNING AND SHARING

We are always listening to our tenants, learning from what they say and sharing information, changes and decisions.

We improve our systems and technology so we can better record and monitor feedback, communicate more effectively with you and those who support you.



HAVING YOUR SAY

Your opinions matter and help us improve our services. We provide a range of ways for you to share your views so we are delivering the right services for you.

- Surveys
- Tenant meetings
- Sharing your experiences through case studies or videos
- Having a voice to our Board in different ways, such as, in person, video calls, videos, stories or presentations
- Attending tenant meetings and events
- Helping us develop and improve our services
- Giving feedback, comments and suggestions





YOUR CARE AND SUPPORT

HOW YOUR CARE PROVIDER HELPS YOU

Your care provider is responsible for your care and support to suit your needs. Some of these may include:

Everyday living activities: Your care staff can help you with everyday living activities and find things that you enjoy doing. These can be at home and in the community such as, events, tenant meetings, going to the gym, cinema, or a restaurant.

Skills to live independently: You can have support to learn to live independently in the home such as, with cooking, cleaning, going shopping, and doing the laundry.

Health and wellbeing: Your care staff support you with your health and wellbeing. They can also help you to access healthcare.

Personal care: Depending on your support plan, your care provider may help you with personal care.

Personal skills: Your care team can help you to build confidence, friendships and community connections.

Education and work: You can get support to apply to college, volunteering or finding a job.

Your goals: You can get support help you to achieve your personal goals.

NEED MORE INFORMATION?

This document includes some of the ways that Encircle Housing can help you. If you have any questions, get in touch.

Finding a home, housing, tenancy support or repairs:

Please call us on **0330 390 0517**. You can also find more information on our website: www.encircleha.co.uk

Care, support or support plan:

Please contact your care provider.

If you are unsure who to contact, we will help you find the right person.





CONTACT US

For more information about Encircle Housing:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

To report a repair call: 0330 094 0142

Email: 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
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Encircle Housing has charitable rules.