

A Charter of rights for people living in supported accommodation

Charter of Rights, Standards and Expectations

Everyone living in exempt supported accommodation has a right to feel safe and protected; to live in decent conditions; to privacy, and to receive the support they are entitled to.

It is your home, even if on a temporary basis. You have a 'right to belong' and to seek help and advice if you have any concerns.

This Charter has been developed with the close involvement of people with 'lived experience' of supported accommodation.



A right to feel safe and protected



Feeling safe is a basic human need. **Every effort should be taken to ensure you are appropriately housed and are able to feel 'at home' in your surroundings.**

- A risk assessment should be carried out by the housing provider to check that it is suitable and safe for you to live in the property, and with any other residents
- You should be able to contact a support worker / staff member during daytime hours, and the housing provider should give you an 'out of hours' number for emergencies and / or weekends
- Every effort should be made to ensure ex-residents do not have keys to your room
- There should be regular safety inspections of the house
- You should be able to speak to your support worker if for any reason you do not feel safe. Your concerns should be dealt with confidentially and respectfully
- Your housing provider should be able to give you information to help you 'settle in' to the area. This could include information about community events and social activities; language classes or skills training in the area

A right to decent living conditions



Houses must be fit for purpose and habitable:

- Your property should be in a decent state of repair
- Any repairs should be carried out as soon as possible; particularly those that could affect your health and safety
- You have a right to effective heating and hot water. Any boiler breakdowns should be treated as an urgent repair
- You should not be expected to carry out any repairs to the property yourself
- Bathrooms, toilets and bedrooms should have a working lock on the door
- Your housing provider should have arrangements to keep communal areas clean and tidy
- The practicalities of how the house works should be explained to you when you move in, such as use of washing machines, refuse collection etc.

Your housing provider's number for emergencies is:

.....

A right to clear information on your support entitlement

As a resident of supported accommodation, you should receive a level of care, support or supervision:

- The occupancy agreement should be fully explained to you before you sign it
- The provider should explain to you what care, support or supervision you are entitled to as a resident of their scheme and what any 'service charges' pay for
- When you move in, you should be welcomed to your new accommodation by a staff member from the housing provider. They should explain to you what they are responsible for, and what you and other residents are responsible for
- Support staff should offer you the opportunity to discuss any concerns you may have before you move in, and this should be done in private
- Support staff should provide you with information about local services and facilities; including health services, food shops/banks and additional support agencies. All information should be available in a variety of formats, with pictures and photographs as well as written information
- You have some legal rights around being given notice to leave a house / eviction. These rights should be explained to you when you sign your agreement, and you have the right to seek independent advice if you do not think you are being treated fairly
- Support staff should be trained in working with a range of people, including those who are vulnerable. They should treat you with understanding, care and respect
- You should be able to speak to any support staff you come into contact with in private – in a 'one to one' setting. If you are in a relationship with someone else who lives in the house, you should not have to share a support worker

A right to security of property



You have a right to keep your belongings safe. This includes:

- Your food
- Your post
- Your clothes and other personal belongings.

There are some things your housing provider may be able to do, if they are not already, to help you keep your belongings safe. This could include putting locks on kitchen cupboard doors or allowing you to have a small fridge or kettle in your bedroom.

A right to seek advice or assistance, and to challenge



Anyone who feels they have been inappropriately housed or that their rights are not being upheld can seek support and advice from an independent organisation

Your housing provider should be able to tell you how you can make a complaint to them if you need to, and should give you clear information on how this process works.

If you do not feel you are able to speak to your housing provider, or have not received a good response from them, you can seek support from an advice or advocacy organisation.

Where to go for help and advice about these rights:

.....

Supported Accommodation Rights

visual
summary
poster 
for text
version turn
over >>>



A right to feel safe and protected



A right to decent living conditions



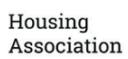
A right to security of property



A right to clear information on your support entitlement



A right to seek advice and assistance, and to challenge

Spring Housing Association  Birmingham City Council 

These are your rights if you are living in supported accommodation

