



# POSITIVE CYCLE

Strengthening families & communities



## FERNDALE HOUSE RESIDENT'S HANDBOOK

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## WELCOME TO YOUR HANDBOOK

This handbook is for you to keep and read in your own time together with the house rules and your licence agreement. We hope it will answer many of your questions; if not, ask and a member of staff will be pleased to help you with anything you do not understand.

We want you to be comfortable, safe and happy in your new home. You will be able to add your own things to your room and personalise your space. For example, your television and/or entertainment system, pictures and other items you might bring with you when you move in.

The house has five bedrooms all with en-suite bathroom facilities. There is a communal lounge, dining room, shared kitchen and laundry. You also have access to a telephone, parking and a large garden.

This handbook provides a short guide to the services we provide and your responsibilities as a resident living in our supported accommodation. The information is presented in four sections, followed by the useful information and contact numbers. The sections are as follows:

### **1. Keeping you informed**

How you can get more information or request services. It also gives you information about our responsibilities as your landlord.

### **2. Your rights and responsibilities**

Important information about the things you are responsible for and the rights you have.

### **3. Promoting equality**

How we ensure all residents enjoy equal access to services and what we do to improve local communities.

### **4. Tackling anti-social behaviour**

What we do to help combat anti-social behaviour and what you should do if you experience it.

### **5. People who can help : useful telephone numbers**

Information and contact details of agencies independent from the home that can provide assistance to you on a variety of issues.

**YOUR NEW HOME**



## KEEPING YOU INFORMED

### Our responsibilities as your landlord

- ❖ **Keeping you safe-** We believe that everyone has the right to live safely in their home, with dignity and respect. Our staff will explain the health and safety rules for your home. It is the responsibility of everyone living here to adhere to the safety rules.
- ❖ **Fire safety-** You will be told information about the fire and evacuation procedure. There will also be drills from time to time to help us to maintain fire and safety procedures.
- ❖ **Room checks-** We have a duty of care to all living at Ferndale House, we therefore undertake weekly health and safety room check. Staff will not enter unless invited by you. However, there might be times when staff have to enter your room if they believe that you might be at risk of harm or there are safety issues.
- ❖ **Giving you support-** We provide support so you can live as independently as possible. Staff where you live can offer one-to-one tailored support to meet your needs. Our staff will work with you (and other agencies/professionals, when applicable), to draw up a support plan that is tailored to your needs, to help you live as independently as you can. If you disagree with any aspect of the support plan, you may seek advice from staff including the manager. It is responsibility to adhere to the support plan that you have signed and agreed.
- ❖ **Staff-** The home has a diverse and experienced staff team who are there to provide support. Staff are available and can be accessed 24 hours a day. The Out-of-Hours Number is: 0117 3822678.
- ❖ **Repairs and Maintenance -** We will ensure that your room and the home is maintained to a good standard. We do however need you to let us know of any repairs that you identify for your room. Malicious damage will not be tolerated. Please refer to your tenancy or licence agreement for details of our repair responsibilities.
- ❖ **Decorating your home-** We will look after the decoration of any shared areas such as kitchens and bathrooms. You might be able to decorate your own room, but please speak to a member of staff before you go ahead.
- ❖ **Involving and listening to you-** We have developed a range of involvement opportunities, so that you can get involved and have an influence over the services we provide. Regular Community Meetings is a forum to get your voice heard in relation to the running of the service, your home and how it impacts on yourself and others living at Ferndale. We actively encourage involvement in meetings.
- ❖ **Looking after your information-** We will keep any information we hold about you safe and secure. We may share this information with other organisations, for example, if we are helping you to claim housing or other welfare benefits. We will ask you to sign a confidentiality waiver to help us share information in this way. You can ask to see the information we hold about you if you wish.

## YOUR RIGHTS AND RESPONSIBILITIES

### Important responsibilities

- ❖ **Being safe-** It is everyone's responsibility – staff and residents – to follow health and safety rules. Please follow the health and safety rules in your home. Please do not block doorways in your home, or leave things on the floor, as this could cause injury to other people.
- ❖ **Paying your rent or licence charge-** One of your main responsibilities as a resident is to pay your rent or licence charge, plus any service charge, in full and on time. We will liaise with your local authority directly for payment of support services provided. Your licence agreement tells you how much you must pay. Payments are due in advance and must be received by us on Monday of each week. If you experience problems with your payments, please tell us immediately.
- ❖ **Keeping us informed-** We collect and hold information about you to help us understand your needs and provide a better service. It is important that you keep us informed of any changes in your circumstances.
- ❖ **Looking after your home-** You are responsible for keeping your home in good condition. Please report any repairs to us promptly. Please note that you will be charged the full cost of the repair if you or your visitors cause any damage in your home.
- ❖ **Personal Effects-** You are responsible for your personal valuables and equipment, e.g. entertainment system, TV, console etc. It is therefore your responsibility to insure your property and acquire a television license. Positive Cycle will not be held liable for the loss or damage of your property.
- ❖ **Using your home-** You are not allowed to use your home for illegal purposes, or bring illegal drugs into your room, the communal areas or anywhere on site.
- ❖ **Do not overcrowd your room-** You must stick to the terms of your licence agreement and not allow your room or areas of the home to become overcrowded.
- ❖ **Being a good neighbour-** We expect our residents to make an effort to get on with people they live with and other residents in the area. Please note that you are responsible for the behaviour of any person visiting you at Ferndale House.
- ❖ **Communal areas-** Please keep the areas you share with your neighbours clean and tidy. Communal hallways must always be kept clear of belongings in case of emergencies.
- ❖ **Visitors-** Up to 2 visitors are allowed in the building between the hours of 10.00am to 10:00pm. You are at all times responsible for your visitors' behaviour and must not leave them unattended in the building.
- ❖ **Gardens-** Please help look after the outside areas and garden and keep it free of rubbish.
- ❖ **Smoking-** The house is a non-smoking building for everyone. We do not allow drugs or alcohol in the house. Please smoke in the designated area.
- ❖ **Pets-** There are no pets permitted at Ferndale House.

### Your rights

- ❖ **Staying in your home-** You have the right to live here for as long as your licence lasts and in line with your support plan. However, please note – your licence could end if you break any of the conditions in your licence agreement.
- ❖ **Feeling safe-** We want you to feel safe and secure in the home we provide. If you are being harassed, threatened or abused, please talk to your key worker or contact any member of staff or the manager.

- ❖ **Moving home-** Should you wish to leave or give up your room, please discuss this with your key worker. You must also tell us in writing. We can help you write the letter if you need support to do this. Licence holders must give us at least two weeks' notice starting from a Monday. Before you leave, you must clear out all your personal belongings and leave your room clean and tidy. (See Storage and Disposal of Belongings Agreement).
- ❖ **Tell us if you are unhappy about something-** If you are dissatisfied with a service you receive from us, please talk to either your key worker or any member of staff you feel comfortable with. You can talk to your social worker or also seek independent advice from a Citizens Advice Bureau, or ask someone to talk to us on your behalf.

## PROMOTING EQUALITY

We are committed to treating people as individuals and we value the many different people. We work hard to deliver services that are inclusive, fair and responsive to all our residents regardless of their age, gender, gender identity, ethnicity, religion, sexuality, disability, health or marital status.

- ❖ We have a diverse workforce and train our staff to recognise and deal with the barriers and problems that different people might face.
- ❖ We understand and comply with equality law and will take action to eliminate any discrimination that we come across.
- ❖ By collecting information about our residents, we are developing services that take into account the differences between people and that better meet your needs.
- ❖ Our aim is to provide safe and high quality homes and help our residents to live as independently as they can.
- ❖ We are committed to making information and services accessible
- ❖ We can provide information in different languages and alternative formats.

## TACKLING ANTI-SOCIAL BEHAVIOUR

What we do to help combat anti-social behaviour and what you should do if you sometimes have problems with residents. If you have a problem like this, first talk to the staff and ask them to help you.

### **Preventing anti-social behaviour**

- ❖ We will work with residents and our local community to tackle the underlying causes of anti-social behaviour and neighbour nuisance.

### **Reporting and dealing with anti-social behaviour**

- ❖ In the first instance, you should talk to a member of staff and report any incidents. For low-level anti-social behaviour, we will work quickly to resolve the problem(s) you are experiencing.

Alternatively, when you report anti-social behaviour to us we will:

- ❖ Take all reports seriously
- ❖ In serious cases – work with key partners, such as local authorities and the police to

- ❖ address and stop this.
- ❖ In all cases we will keep you informed, so far as we are able, about what we are doing to deal with the matter.

### **Tackling hate crime**

We will not tolerate those who harass, attack, or abuse any of our residents or staff because of age, disability, gender or gender identity, race or ethnicity, religion or sexual orientation.

If you are a victim of hate crime, please talk to a member of staff. We will take prompt action and put you in touch with other agencies that may be able to provide support and advice.

### **Complaints**

We all have the right to be listened to, including you. If you have a complaint you can first speak to the person on shift if you want to, preferably your Key worker if he/she is available, who will listen you and help you with your complaint. If you would feel more comfortable you can ask to have a chat with the manager and they will try to help you as best as they can. If you come away from talking with them still feeling unhappy then staff will follow the homes complaints procedure.

Your social worker is also there to talk to and you will be able to phone them to have a chat or they could come and visit you if you need it at Ferndale House. At the end of this booklet there is also a list of people that can also help you. We can also help find an advocate for you if you feel that you need more support. An advocate is someone that you can talk to and they will take in consideration your words, wishes and feelings and will support you all under confidentiality unless your own safety is in danger.

### **People Who Can Help**

You can get help independent from the home. Below are some agencies who can help represent you and secure your rights on your behalf:

<b>Citizens Advice</b> Advice on work, debt and money, consumer, family, housing, law and courts, immigration, and health. Free advice and drop in. Telephone: 03444111444 Talk online: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
Talking Money Telephone: 08001214511
SWAN Website: <a href="http://www.swanadvocacy.org.uk/south-gloucestershire">www.swanadvocacy.org.uk/south-gloucestershire</a> Email: <a href="mailto:southglos@swanadvocacy.org.uk">southglos@swanadvocacy.org.uk</a> Telephone: 03333447928
Rethink Advice and Information Service: Telephone: 3005000927
Bristol Drugs Project Telephone: 0117 9876000
Emergency Duty Team (EDT) Tel: 01454 615165