

As a resident in supported accommodation what should I expect and what are my rights?



As a resident living in Supported Accommodation, you should expect the following:

1. Before moving in you should have:

- an assessment that shows you need Supported Accommodation, and how the organisation will support you, signed and agreed by you
- a signed copy of your License or Tenancy Agreement that you understand. There will be information about what happens if you don't comply with the "terms" of your License or Tenancy Agreement, and how to give the proper notice to end your occupation if you wish to
- if you share the property with other people you should be given a choice about who you

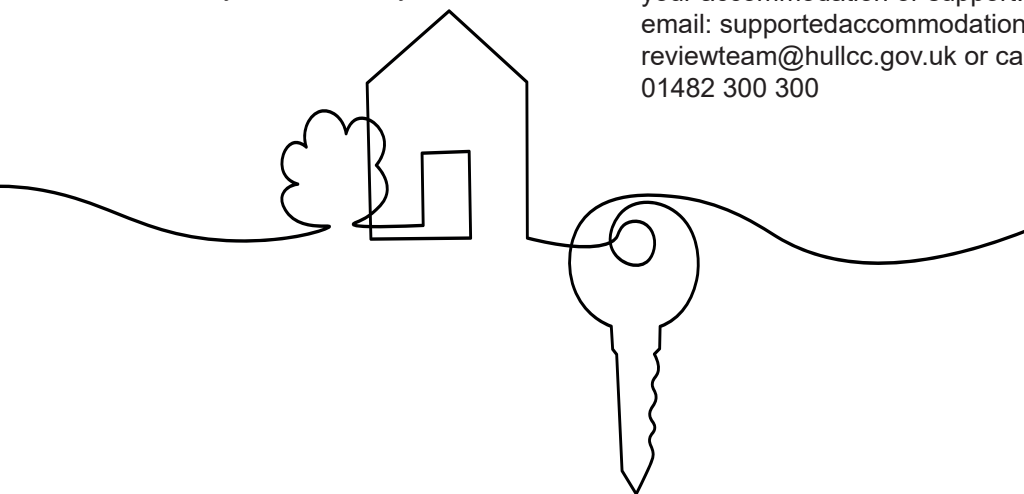
live with and where possible, be introduced to them. You should not be housed with people who make it more difficult for you to become independent.

2. Shortly after you move in you should be told who is your allocated support worker and you should get:

- a support plan which tells other people about things you want to change about your life and what sort of care and support you need to live your life. This should be reviewed after six months and regularly thereafter
- any other support documents (such as an Outcomes Star)
- information about how you should be supported should be easy to understand and have been discussed with you in a fair and open manner.

3. While you live in Supported Accommodation:

- your property should be well managed, safe, clean, warm, well maintained and secure, and be good for your health and wellbeing. Repairs should/will be done without unnecessary delays. You should be informed how to report repairs when they are needed, and be told how long repairs will take to be completed
- you should receive good quality, regular, confidential support from an experienced and reliable support worker, who visits you in your accommodation at an agreed time
- your support worker should keep notes about the support they give you. You can see these notes under General Data Protection Regulation rights (GDPR)
- your support worker should provide you with good information and help you with day-to-day living, use local services such as waste collection, access local agencies, services and organisations that can help you to settle into your community
- your support worker should work with you to enable you to regain your skills and confidence to live as independently as possible. Using Supported Accommodation as a 'steppingstone' will help you to get on with your life and make the most of your opportunities
- your support worker should make sure that information provided to you is clear, accessible, and in a variety of formats to cater for any language and literacy needs
- when you are ready to live independently you should receive help to move-on
- if you are unhappy about any aspect of supported accommodation or support your support provider should ensure you have a clear way to raise complaints with any member of staff and the complaints, as well as being responded to in good time, should be resolved as soon as possible. You should be able to offer suggestions to improve your accommodation or support. If you want to complain to the council about the quality of your accommodation or support: email: supportedaccommodation.reviewteam@hullcc.gov.uk or call 01482 300 300



Supported residents have the following rights in law

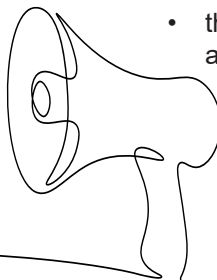
a. Freedom from harassment and illegal eviction:

- **your landlord or their representative is not allowed to harass you. Harassment includes anything likely to interfere with your rights to occupy, your peace of mind or comfort, or withdrawing services reasonably required for residential occupation:**
 - but, you should expect your landlord to make reasonable attempts to contact you to provide you with regular support.
- **your landlord must follow a lawful process to evict you, and should support you to find suitable alternative accommodation:**
 - Assured Shorthold Tenants must be served with a written Section 21 Notice. Residents with a Licence to Occupy should receive a minimum of 4 weeks written notice unless it is an “excluded” Licence, and a lawful eviction can only take place if the landlord obtains a court order. (If you live in hostel accommodation you may have an excluded Licence)

- your landlord cannot remove your belongings from the property or change the locks to prevent you from gaining entry unless you have been lawfully evicted.
- advice about eviction is available from:
 - Hull City Council
The Wilson Centre
Alfred Gelder Street
Hull, HU1 2AG
homeless@hullcc.gov.uk
01482 612 040
 - Citizens Advice
e-advice@hull-eastridingcab.org.uk
0800 1448848
 - Shelter
https://england.shelter.org.uk/housing_advice/eviction

b. Human Rights:

- **These are defined and protected by the Human Rights Act 1998, based on shared values such as dignity, fairness, equality, respect and independence. This includes:**
 - the right to peaceful enjoyment of your property
 - respect for your private and family life, home and correspondence
 - protection from discrimination
 - the right not to be treated in an inhuman or degrading way.



c. Equality Act 2010 and Disability Rights:

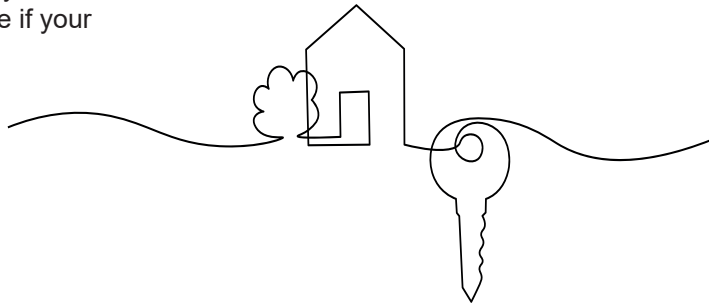
- a mental health condition is considered a disability if it has a long-term effect on your normal day-to-day activity. If you need treatment for drug addiction you are entitled to NHS care in the same way as anyone else who has a health problem.

d. My Housing Benefit claim:

- Housing Benefit is money to help people on a low income to pay their rent. The amount you get depends on your income and savings, who you live with, and how much rent you have to pay under your Licence or Tenancy Agreement
- your Housing Benefit may not cover all your rent , for example if your

rent includes a service charge for energy or water. In most cases Housing Benefit will be paid directly to your landlord

- by law you must tell the Benefit department of any changes to your circumstances as soon as possible. If you do not report a change you could receive the wrong amount of benefit, and you will have to pay this back
- if you are moving home or you have started work your support worker should help you find out how this will affect your entitlement to benefits
- further information is available from: <https://www.hull.gov.uk/benefits-support-and-welfare-advice/benefits-support/housing-benefit>.



Hull City Council, Supported Accommodation Review Team:
supportedaccommodation.reviewteam@hullcc.gov.uk

Ensuring that Supported Accommodation in Hull meets local needs,
and is being delivered to a high standard

This document can be made available in other formats
(large print, audio, digital copy) and different languages.

Email supportedaccommodation.reviewteam@hullcc.gov.uk