

## 3. You and your household

What you can expect from us



- Our service standards
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- Equal but different
- What to expect as a new resident



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## In this section we tell you about:

- how we work to give you a good service
- how we treat people fairly and equally
- how we protect your private details
- the Supported Housing team
- what you can expect as a new resident.

## *Our service standards*

All our staff want to provide you with an excellent service at all times.

We want to give you a good quality housing service that provides value for money.

We want to listen to you.

## *Equal but different*

We are committed to treating people as individuals and we value the many different people who make up our local communities.

We actively try to stop discrimination against anyone, whatever their disability, appearance, race, colour, ethnic or natural origin, HIV status, gender, age, whether they are married, transgender, gay or lesbian.

### Also part of the Supported Housing Residents' Handbook:

- You and your home
- You and your neighbourhood
- You and South Wight Housing Association
- You and your rent



### *Protecting your details*

We hold some personal information about you and your household on our files to help us carry out our job as your landlord. For example, we need this information to:

- order your repairs
- support your benefit claims
- help re-house you
- collect your rent
- advise you about the benefits you can claim.

We keep these details confidential and will not pass them on to another organisation or person without your permission.

However, we may share this information with other organisations, with your permission, if we are:

- helping you to claim Housing Benefit
- advising Isle of Wight Council that you may be liable for Council Tax
- helping you to claim additional welfare benefits.

You might be asked to sign a confidentiality waiver to help with this process. Ask our care and support staff if you have any questions about this.

### **Data Protection**

The Data Protection Act 1998 allows you look at the information we have about you. If you want to see your personal details then please contact us. We are willing to update, amend or note on our records where you think we have the wrong information.

If you ask to see all the information we hold about you on all our systems this is called a 'data access request' and we have 40 days to provide it.

If you only require specific information, we can usually provide it within 10 working days.

To request information, ask our care and support staff or contact the Service Centre (see the back page for contact details). Please make it clear the information you require.

We will contact you when we receive your request and arrange a suitable way for you to view the information, either at our offices or by posting it to you.

There are more details about this on our website at [www.shgroup.org.uk](http://www.shgroup.org.uk). Our care and support staff can also talk to you about this, or give you a leaflet.

## What to expect from us



### *The Supported Housing team*

We have a team of Supported Housing staff who aim to deliver an excellent service.

Our care and support staff can give you advice and help on all matters to do with your home. For example, advice about repairs to your home, your rent account or about applying for housing benefit.

In schemes which are not staffed 24 hours a day, we have an arrangement with Wightcare to provide out-of-hours support in a crisis or emergency such as a fire or flood. You can phone Wightcare on **01983 821 030**.

### *What to expect as a new resident*

If you are a new resident, our care and support staff will give you your agreement and they will tell you about your rights and responsibilities.

### **Support at the scheme**

We provide support to help and encourage you to be as independent as possible and to get involved in scheme and local activities.

## What to expect from us



We can provide personal, one-to-one housing support according to your level of need. For example, we can assist you to:

- maximise your income
- reduce your debts
- find paid work or find out about volunteering
- take part in training, education or informal learning
- take part in leisure or cultural activities
- contact external services and groups
- build relationships with family or friends
- look after your physical and mental health
- manage problems with drugs or alcohol
- maintain your home
- stay out of trouble with the law
- manage problems with self-harming
- minimise the harm and risk you pose to others.

Our staff will work with you and external agencies to draw up a support plan. This is an individual plan to encourage you to be independent and to prepare you to move on to another home, with our support, when you are ready for this.

We will check this plan with you from time to time to see how you are doing. You will be able to ask, at any time, for a review of the support you are given.



If you disagree with any aspect of the support plan or review, you may seek advice from senior staff or your scheme manager.

If your concerns are still not resolved, you should ask about making a complaint. Our staff will make sure you are aware of your rights and responsibilities. There are also details about making a complaint in You and South Wight Housing Association.



### In this section, we tell you about:

- giving up your home
- when we might ask you to leave.

### *Giving up your home*

You need to tell us in writing if you want to move out of your home. We can help you write the letter if you need support to do this.

You must give us at least two weeks' notice from a Monday. You must clear out all your personal belongings and leave your home clean and tidy.

### *Asking you to leave*

We can only end your agreement and ask you to move out if you break the terms and conditions of your licence or tenancy.

We would usually give you four weeks' written notice if we intended to end your agreement.

# Moving home



Examples of why we might end your agreement include:

- if you were not paying your rent
- if you had broken one of the rules of your agreement
- if you were causing serious damage to your home
- if you were threatening the other people sharing your home.

If we decide to end your agreement, you might have the right to appeal. You can ask our care and support staff for more information and support.

Phone us on **0300 303 1772**, 8am to 8pm, Monday to Friday  
(calls are generally charged at local rates)

Write to us at **Service Centre, Southern Housing Group,  
PO Box 643, Horsham RH12 1XJ**

Email us at **service.centre@shgroup.org.uk** or  
**service.income@shgroup.org.uk** or  
**swha.repairs@shgroup.org.uk**

(but please phone instead if the matter is urgent)

In an emergency, call the Service Centre during opening hours.  
When the Service Centre is closed, phone Wightcare on  
**01983 821 030**

Visit our website at **www.shgroup.org.uk**

For help with translations or if a large type, Braille or audio  
summary would be useful, please contact the Service Centre.

### **Arabic**

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

### **Bengali**

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

### **French**

Si vous souhaitez recevoir de l'aide avec vos traductions,  
appelez le 0300 303 1771.

### **Somali**

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga  
telefoonka 0300 303 1771.

### **Spanish**

Si necesita que le ayudemos con alguna traducción, llámenos  
al 0300 303 1771.

### **Turkish**

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet  
Merkezi'ni arayın.