



# Supported Housing Handbook

A guide to all  
the services  
SW9 offer to you  
as a resident.

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## Hello and welcome to your new supported housing home.

Supported housing gives you the opportunity to live independently in your own flat (with your own front door and privacy), while at the same time being part of a community.

This handbook has been designed to act as a guide to all the services SW9 offer to you as a resident. If there is any more information you need please do not hesitate to speak to me or another member of staff.

We hope you are very happy in your home.



**Lana Hunte**  
Supported Housing Scheme Manager

## Moving in Who needs to know?

When you move into your new home, there are several service providers that will need to know. These are your:

- Electricity/Gas supplier.
- Water supplier.
- Care agency.
- Doctor.
- Dentist.
- Bank / Building society.
- Pension provider.
- Meals on Wheels supplier.
- Telephone / internet supplier.
- Hospital.
- Insurance companies.

It will also be important that you update the local council about your new address, especially the departments dealing with:

- Council Tax.
- Benefits (including Universal Credit, Housing Benefit, Income Support and Disability Allowance).

# Your tenancy

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## Your Tenancy Agreement

This handbook forms part of your Tenancy Agreement and is an important document that provides information on various matters that relate to your tenancy. It tells you what to expect from SW9 Community Housing and what is expected of you.

It provides information on a number of issues such as paying your rent, reporting repairs, complaints and visitors.

Your tenancy is an assured tenancy under the terms of the Housing Act 1988. Before you moved into your home you will have signed a tenancy agreement and this will have set out all the rights you hold as an assured tenant.

Please note that if you were an existing secure tenant, you will become an assured tenant when you sign your new agreement.

## Service Level Agreement

The service that SW9 provides to all supported housing residents is set out in the service level agreement.

The agreement covers service standards for:

- Providing support staff.
- Information on rent and service charges.
- The level of accommodation and repairs.
- Social events.
- Consultation.

Your Scheme Manager will give you a copy of the service level agreement.



## Rent and service charges

The amount you pay weekly is made up of several different charges:

- **Rent:** The cost of your flat.
- **Service charge:** The cost of the shared services in your scheme, e.g. lifts, door-entry systems, shared lighting, TV aerial, the lounge and the laundry.
- **Heating and hot water:** The cost of all heating and hot water in your flat (Please note, this is not covered by Housing Benefit).
- **Support charge:** The cost of the service provided by your Scheme Manager and the alarm system.

There are several ways to pay your rent but the easiest way is to set up a Direct Debit. If you prefer not to use this method, you can use a payment card which will be issued to you after you have signed your Tenancy Agreement.

There are some services that are not included in the weekly amount you pay. You must pay for these separately. They are:

- Electricity.
- Water.
- Council Tax.

## Housing Benefit

Your rent charge is eligible for Housing Benefit. The amount of Housing Benefit you can claim depends on your income. The Income Collection Team at SW9 will be able to help you with an application form and give you more information on charges.

## Visitors

We welcome your friends and family visiting you, but please remember that you are responsible for making sure they do not cause any anti-social behaviour that will annoy or upset your neighbours.

Visitors are not permitted to stay overnight unless prior permission has been granted by a member of staff.

## Pets

You are not allowed to keep pets such as cats and dogs in the scheme. The only exception to this is if you require a registered guide or hearing dog.

## Reporting repairs

As the tenant, you must take care of your property. It is your responsibility to report any issues as soon as possible so that SW9 can remedy the problem. If your Scheme Manager is not on duty you can report your repairs to the SW9 Repairs team by calling 0207 326 3700 (option 2) and someone in the team will assist you.

Your scheme is covered by a 24-hour Out of Hours team. In the event of an emergency repair within your flat or the scheme, your call will still be answered.

## Complaints

If you have an issue with any part of the service, you should raise your concern with your Scheme Manager. If you are still not happy with the response you may wish to make an official complaint. You can do this:

- By visiting our website [www.sw9.org.uk/complaints](http://www.sw9.org.uk/complaints)
- By calling us on 0207 326 3700.
- By emailing us at [info@sw9.org.uk](mailto:info@sw9.org.uk)

- By writing to us at SW9 Community Housing, 6 Stockwell Park Walk, London, SW9 0FG
- By filling out a 'Compliments, Complaints and Comments' leaflet and handing it in at the SW9 office.

SW9 Community Housing acknowledge and respond to official complaints within ten working days.

## Tenancy type

The sheltered accommodation scheme is only available for anyone aged over 55 years old, who has medical conditions or is elderly.

SW9 Community Housing does not grant joint tenancies to couples, therefore only a sole tenancy will be granted to the applicant who meets the scheme criteria. A tenant will only be permitted to have their partner live with them in their sheltered accommodation property if their partner also meets the scheme criteria.

Tenants do not have the right to assign their tenancy, sub-let their home or transfer their rights to another person. If a tenant unlawfully assigns, sub-lets or transfers their tenancy rights, SW9 Community Housing will commence legal action to obtain back possession of the property.

# Your Scheme Manager

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## About the role

Your Scheme Manager's role is to make sure that you are safe and secure in your home. They are the key contact for any issues and deliver housing related support to help enable you to live independently. The role covers several duties including:

- Reporting repairs.
- Offering advice on making rent payments.
- Protecting resident and staff health and safety.
- Supervising volunteers.
- Liaising with service providers on behalf of residents.
- Making referrals to appropriate services / organisations that can assist you in maintaining an active and independent home life.

Your Scheme Manager will hold information on your next of kin and your medical details. They will also have a spare key to your property to help you in an emergency.

Your Scheme Manager is normally available between the hours of 9am and 5pm and will be happy to help as much as they can. They will normally contact you every morning to make sure you are well and pay you visits as required.

The Scheme Manager is there to help you but does not provide hands on care. When absent or on holiday, cover will be supplied by another experienced member of staff.

Your Scheme Manager is not qualified to give you financial advice, but they may give you general advice or refer you to someone more able to help you.

## Finances and hospitality

SW9 Community Housing staff work to a professional code of conduct to make sure that you always receive a polite, reliable and punctual service. We recognise that you may become friendly with your Scheme Manager and may, in special circumstances, wish to give them a gift. The code of conduct states that staff cannot accept hospitality gifts, so your Scheme Manager will be unable to take it. Please do not be offended if this happens. In addition, your Scheme Manager should only be involved in your personal finances by helping you to find independent advice.

# Your wellbeing

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## The 24-hour Central Control Service

There is a 24-hour Central Control alarm in every flat to make sure you can call for help in an emergency. There are pull-cords in every room which make contact with either:

- Your Scheme Manager if they are on call.
- The 24-hour Central Control Service at all other times.

The alarm is very simple to use. You communicate through the speech unit in your hallway. The microphone is very sensitive and you can be heard from every room in your flat. It has been designed in this way to make sure you can be heard no matter where you are.

When you pull the alarm cord, you will hear a long bleep followed by someone answering your call. You should wait a couple of seconds after the person has finished speaking before you reply. This is to allow the person to hear you fully. You do not need to shout or raise your voice when you answer.

## Pull cords

The alarm system is there to help you in an emergency although it may also be used by the Scheme Manager to check you are well. You should only use the alarm system in an emergency, and it should not be used to report repairs or make enquires. The 24-hour Central Control Service may also check on you over the weekend if you need extra support due to illness. To report any fault with the alarm system, speak to your Scheme Manager.

It is important that you do not tie pull cords out of reach as you may need to reach them in an emergency.



## Personal information

Your Scheme Manager will hold personal information about your next of kin. This is for use in an emergency. To keep your records up to date and accurate, you should tell your Scheme Manager if these details change. Your Scheme Manager may also keep other records about your tenancy, for example a support plan or copies of benefit forms, to ensure your specific needs are being met.

This information is kept secure and confidential in accordance with legal requirements. You can see this information at any time and should speak to your Scheme Manager if you wish to do so.

## Fire safety

Every flat is fitted with a smoke detector. If it is set off, the alarm will sound in your flat. The emergency alarm will also automatically call your Scheme Manager or the 24-hour Central Control Service, who will then check whether you have a fire or whether it's a false alarm. If there is a fire, the Fire Brigade will be called. If the fire is in your flat, you should leave immediately by the nearest fire exit.

You must allow a health and safety check to be carried out every year to make sure your detector is working correctly.

There are also smoke detectors in all communal areas. These smoke detectors are also linked to the main fire alarm system. If any of these detectors are set off, the alarm will sound in the whole block. If your Scheme Manager is on duty, they will respond to the alarm. If they are not on duty the 24-hour Central Control service will contact the Fire Service.

If you hear the fire alarm and the fire is not in your home, you must stay in your flat and wait for instructions from your Scheme Manager or the Fire Officer.

## Smoking

It is against the law to smoke in any communal area in the scheme. However, you may smoke in your own home.

## Health and safety

As part of their role, your Scheme Manager carries out several safety checks in the scheme on a weekly basis to make sure communal areas are safe. If you have any concerns about the safety in the scheme, please let the Scheme Manager know.

There is also a dedicated Estate Services Officer assigned to the scheme. They also carry out inspections on the building on a monthly basis. Any findings are reported to SW9 and dealt with. You are invited to join the Estate Officer on their walkabouts. This gives you the opportunity to have your input and raise any issues that affect the building you live in. Dates of inspections can be found on the notice board.

## Absence

Your Scheme Manager should be informed about any intended absences – even if this is only for one night. This prevents the Scheme Manager from taking any emergency action and worrying about you.

You will be given a card stating “I'M OUT FOR THE DAY”. If you are going out and will not be around when the check calls are carried out, please put this through the scheme office door. Your Scheme Manager will then put the card back through your door at the end of the day. If you are going to be absent for a few days, please let your Scheme Manager know the dates you are leaving and returning.



## Master key

Your Scheme Manager holds the Master Key for your scheme to help you in an emergency. You have the right to privacy and the Master Key will only be used in an emergency or when you have clearly agreed to it being used. Examples of this include:

- If you have used the alarm to ask for help because you cannot get to the door.
- If your alarm has sounded but the Scheme Manager cannot get a reply (if you are not home a letter will be left notifying you that the Master Key was used).
- If you do not respond to a morning call.
- If your Scheme Manager knows you are in but you are not responding, or sound distressed.
- If you agree to your Scheme Manager using the Master Key because you are hearing impaired or ill.

- If you agree to your Scheme Manager using the Master Key for a contractor to enter your flat to carry out essential work (Please note: the contractor will not be left alone in your flat).
- If there is an emergency in your flat and you are not at home. E.g. In the event of a leak.

The Master Key is always securely locked away in a key safe.

## Age UK Lambeth

Age UK offer a Handyfix service for older and disabled people for a small fee. They can be booked by the hour and will do as many jobs as they can fit in during that time. If you need assistance with putting together furniture or fixing an item, please call them on 0207 346 6806. They will be happy to help.

## Anti-social behaviour (ASB)

We believe that everyone has the right to live the way they want to as long as it does not impact on others around them. This means that we expect our residents to be tolerant, accepting and respectful of others. We want you to feel safe and secure in your home. If you are suffering from any anti-social behaviour or harassment, please let your Scheme Manager know. SW9 has a specialist team that can help.

## Social activities

There are regular scheme meetings to discuss any issues tenants may have. We encourage you to come along and contribute to these meetings. As a resident you have the right to express your choices and preferences. These meetings are also great opportunities to catch up and have a cup of tea with your Scheme Manager and neighbours.

You are also invited to suggest or start any social activities that may interest the group. If you have ideas for social events, you should let the Scheme Manager know as she may be able to assist you in setting them up.

# Your scheme

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## Communal areas

Your scheme has shared facilities that are available to all who live there:

- **Lounge:** The lounge is available for all residents to use and enjoy. Social activities and events are held here along with tenants' meetings. With prior arrangement the lounge can also be used for private events. If you wish to book the space, please speak to your Scheme Manager.
- **Guest Room:** If you have friends and family visiting, there is a guest room available in the scheme. This room can be booked through the Scheme Manager for a reasonable nightly charge. Priority is given to the visitors of those who are unwell.
- **Laundry:** The Laundry is available for all residents. Your Scheme Manager will give you opening and closing times along with operating instructions. Please note, friends and family members should not use the Laundry Room.
- **Bin Store:** There is a bin store in the scheme and you should put any rubbish into the bins provided rather than on the floor. Rubbish bags placed on the floor may attract vermin. If you have any difficulty with using the bins, please speak to your Scheme

Manager. If you have larger items that you wish to dispose of, your Scheme Manager will be able to advise you of how best to do so.

- **Buggy Room:** There is a buggy room in the scheme where you can park your scooter. The room is equipped with charging points so you can recharge your scooter when needed. Please do not store your scooter in the communal areas in the scheme, as this is both a fire risk and hazard.
- **Garden:** The gardens are provided for the enjoyment of you and your guests. We actively encourage you to get involved in the upkeep of the garden. For more details speak to your Scheme Manager.

Please do not store personal items in Communal Areas.

## Notice board

In the communal area of your scheme is a notice board. This will display a range of information about what's going on in the scheme and the wider community. All resident meetings and events will be displayed on this notice board. You may also put information on this board. Please speak to your Scheme Manager if you have something you wish to display.

## TV Licence

The scheme qualifies for a Concessionary TV Licence and most tenants under the age of 75 will qualify. For those over 75 the TV Licence is free. As a tenant you may benefit from a Concessionary TV Licence. Your Scheme Manager will tell you if you are eligible or need to pay for the licence in full.

It is your Scheme Manager's duty to apply for the Concessionary TV Licence every year.

## Cleaning

The communal areas of your scheme are cleaned by a contractor on behalf of SW9 Community Housing. If you have any comments about the cleaning, please speak to your Scheme Manager.

You are responsible for keeping your home clean. If you are having any difficulty maintaining the cleanliness of your home, please speak to your Scheme Manager. They will be able to help you find someone to assist you.

## Door entry system

The entrance to your scheme has a secure door entry system. Your Scheme Manager will show you how the system works and how to report any faults. You should use the system correctly to make sure that the scheme is safe and secure. We also ask that you:

- Make sure the door is always closed properly behind you.
- Ask for identification from visitors.
- Not let people into the scheme that you do not know.
- Never leave the door propped open.

## CCTV

Your scheme is covered by CCTV (closed-circuit television). This is to safeguard the building and make sure that you are safe and secure in your home.

# Moving out

## Moving out

We hope that you are happy in your home. However, we know that circumstances change and that one day your home may no longer meet your needs. In this situation, we will provide help and advice on helping you to move to another home. If you wish to move, you should:

- Tell the Scheme Manager as soon as possible.
- Complete a Notice to Quit form giving at least 4 weeks' notice, ending on a Sunday.
- Give all keys and fobs back before you leave.
- Arrange for the gas and water meters to be read.

Your Scheme Manager will be able to give you more advice and information.



# Useful numbers



### SW9 Community Housing

Telephone: **020 7326 3700**

Email: [info@SW9.org.uk](mailto:info@SW9.org.uk)

Website: [www.sw9.org.uk](http://www.sw9.org.uk)

Address: **SW9 Community Housing, 6 Stockwell Park Walk, London, SW9 0FG**

### SW9 Community Housing Out of Hours Service

Telephone: **020 7326 3700**

### Stockwell Group Medical Practice

Telephone (Appointments):  
**0207 274 3223**

Telephone (General Enquiries):  
**0207 274 3225**

Address: **107 Stockwell Road, London, SW9 9TJ**

### NHS 111 Service

Telephone: **111**

### Police

Telephone: **101** or **999** in an emergency

### Age UK Lambeth

Telephone: **020 7346 6800**

Email: [info@ageuklambeth.org.uk](mailto:info@ageuklambeth.org.uk)

Website: [www.lambethageuk.org.uk](http://www.lambethageuk.org.uk)

### Lambeth Benefits and Council Tax

Telephone: **0345 302 2312**

### Lambeth Adult Social Care and Health

Telephone: **020 7926 5555**

Website: [www.lambeth.gov.uk/adult-social-care-and-health](http://www.lambeth.gov.uk/adult-social-care-and-health)

### British Gas

Telephone (Customer Services):  
**0333 202 9802**

Telephone (Emergency): **0800 111 999**

### Thames Water

Telephone: **0800 316 9800**

Website: [www.thameswater.co.uk](http://www.thameswater.co.uk)

### EDF Energy

Telephone (General Enquiries):  
**0333 200 5100**

Telephone (24-hour gas emergency helpline): **0800 111 999**

Website: [www.edfenergy.com](http://www.edfenergy.com)

### Dial-a-Ride

Telephone: **0343 222 7777**

Website: [dar@tfl.gov.uk](mailto:dar@tfl.gov.uk)

### Information Hub

(signposting advice to specialist services)

Telephone: **020 7924 9657**

Email: [infohub@mosaic-clubhouse.org](mailto:infohub@mosaic-clubhouse.org)

Website: [www.mosaic-clubhouse.org](http://www.mosaic-clubhouse.org)

### My Advice

(general support including benefits, housing and debt)

Telephone: **020 7346 6800**

### Stones End Day Centre

Telephone: **020 735 8407**

### Clapham Park Over 50's Social Club

Telephone: **020 8678 5922**

Website: [www.claphampark.org.uk](http://www.claphampark.org.uk)

### Clapham Relief Fund

(grants for those on low incomes)

Email: [enquires@claphamrelieffund.org](mailto:enquires@claphamrelieffund.org)

Website: [www.claphamrelieffund.org](http://www.claphamrelieffund.org)

### Southwark Irish Pensioners' Project

(day club and drop-ins in Lambeth, Southwark and Lewisham)

Telephone: **020 7237 5841**

Email: [info@irishinlondon.org](mailto:info@irishinlondon.org)

Website: [www.irishinlondon.org](http://www.irishinlondon.org)

### Trusted Traders

Telephone: **0800 334 5056**

Website: [www.safer-services.london](http://www.safer-services.london)

### Lambeth Senior Citizen's Centre

Telephone: **020 7737 0963**

Website: [www.ntcgbrixton.org](http://www.ntcgbrixton.org)

### Lambeth And Southwark Community Transport

(affordable and accessible transport / minibus hire plus individual transport)

Telephone: **020 7924 9911**

Email: [lascotbookings@hctgroup.org](mailto:lascotbookings@hctgroup.org)

Website: [www.lascot.com](http://www.lascot.com)

### My Social

(support for those with disabilities)

Telephone: **020 7274 2299**

Email: [admin@weare336.org.uk](mailto:admin@weare336.org.uk)

Website: [www.weare336.org.uk](http://www.weare336.org.uk)

### Brixton Advice Centre

Telephone: **020 7733 7554**

Email: [info@brixtonadvice.org.uk](mailto:info@brixtonadvice.org.uk)



## Contact us

-  [www.sw9.org.uk](http://www.sw9.org.uk)
-  [info@sw9.org.uk](mailto:info@sw9.org.uk)
-  020 7326 3700
-  6 Stockwell Park Walk,  
London, SW9 0FG
-  [@sw9housing](https://twitter.com/sw9housing)
-  [SW9 Community Housing](https://www.facebook.com/SW9CommunityHousing)

