

Supported Housing

A guide to information
available for tenants



January 2010

Welcome

This leaflet is designed to inform you of the different types of information that we can provide to you. Spire Homes has many useful information leaflets for tenants. These can be about company policies and procedures, explaining tenant's rights, etc. There are also some leaflets designed to give specific information to supported housing tenants.

Below is a list of some of the leaflets that we have:

Company leaflets/policies

- Racial Harassment policy
- Equal Opportunities policy
- Complaints procedure
- Tenant Involvement. How you can get involved.

Supported housing leaflets

- Adult abuse
- How allocations are made and how the waiting list works
- Leaving your property - what you need to do
- Customer service standards
- Health and safety
- Adult and Children's Commissioning (formally Supporting People)

- Data protection
- The appeals process
- Assessment and support planning
- Scattered housing leaflet
- Supported housing handbook
- The code of practice.

How can I get these leaflets?

These are available on the scheme, either on the notice board or within leaflet holders.

Please ask a member of staff if you would like one.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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