

Hi

welcome to

concept
HOUSING ASSOCIATION



...we are your
landlord

introducing your landlord



We are a Registered Social Landlord, regulated by the Regulator of Social Housing.

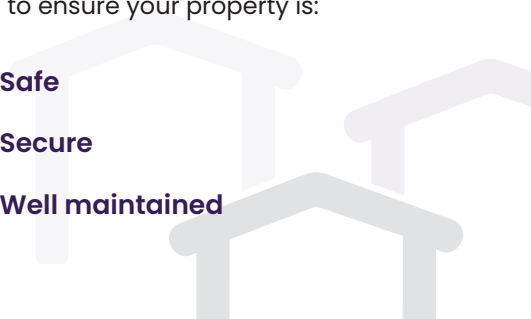
This means we must meet strict standards
and protect your rights.

- We are a not-for-profit housing association
- Our team of over 100 people work from offices in Birmingham and Bradford
- We support more than 10,000 residents across England every year
- We offer different types of homes, depending on location and individual needs
- We have homes in Birmingham, Bradford, Lancashire, London and Telford

How we work – supporting you and your rights

We have long-term leases, which allow us to provide a variety of housing for those in need of accommodation. These homes are managed on our behalf by trusted Managing Agents (also sometimes called a Provider or Landlord); their job is to ensure your property is:

- ✓ **Safe**
- ✓ **Secure**
- ✓ **Well maintained**



These are **YOUR** Supported Accommodation Rights

As your registered landlord, our responsibility is to make sure your rights are protected. We follow the Charter of Rights, which is an important part of your licence agreement. The Charter sets out what you can expect from both us and our Managing Agent, including:



The Right
to feel safe and
protected



The Right
to security in
your home



The Right
to clear information
about your support



The Right
to decent living
conditions



The Right
to ask for help and
challenge decisions

About **your** licence agreement with us

When you moved into your accommodation, you signed a licence agreement with Concept Housing Association. This agreement explains:

- Your responsibilities as a resident
- The services you should receive
- Your rights, including those listed in the Charter of Rights
- Details about your charges, support, and housing benefit

If you would like a copy of your licence agreement, please contact us.

You and your home

We make sure your home and support **is of the right standard**

We do this by:

- Checking that your home is safe and in good condition through regular inspections
- Working with our Managing Agents to make sure you receive the support you need
- Listening to your feedback through surveys, coffee mornings and drop-in events to improve services for residents
- Investigating complaints and working with you to find solutions

We also manage your housing benefit

How we do this:

- We receive your housing benefit directly from the local council. This helps make sure your rent is paid on time and your housing remains secure
- We pay Managing Agents who ensure that your home is maintained

What to expect from your Support Worker

Your Support Worker will help you settle in, stay safe, and help you move towards independent living. You'll get:

- A personalised support plan and risk assessment
- Weekly one-to-one support sessions
- Help understanding your accommodation and responsibilities
- Guidance to help you move on when you're ready
- Support that is person-centred and focused on your goals

Who will you speak to day-to-day?

Most of the time, you'll speak with our Managing Agent. They work on behalf of Concept Housing Association to support you and manage your accommodation.

What to expect from your Managing Agent

Your Managing Agent is responsible for making sure your accommodation is safe, clean and well looked after. They also provide ongoing support tailored to your needs, including:

- Meeting you when you move in and explaining your licence agreement
- Keeping your accommodation in good condition, including undertaking repairs
- Providing essential furniture, for example, beds, bedding, and sofas
- Helping you apply for housing benefit and liaising with the council
- Arranging a weekly one-hour session with a trained Support Worker



how to contact us

- For everyday questions, please speak to your Support Worker or Managing Agent
- If you need to contact Concept Housing Association, or make a complaint, you can:

- Call us on: **0121 455 7333**
- Email us at:
customer.service@concepthousing.co.uk
- Our office hours are 9am – 5pm
Monday to Friday
- If you have an emergency outside these hours, call **0121 455 7333** and you'll be put through to our out-of-hours service

Need help in another language?

We offer a translation service for residents who prefer to speak in their first language. You can access this by calling Customer Services on **0121 455 7333**



concepthousing.co.uk