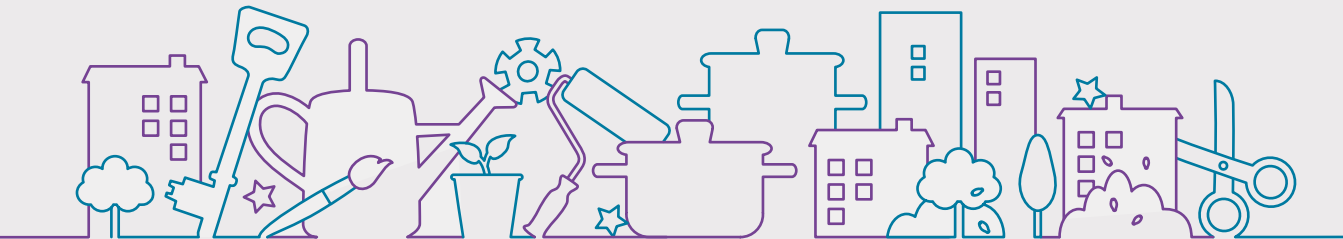




Supported Housing Charter

Aim

Peter Bedford Housing Association (PBHA) aims to deliver clear, confidential and impartial **Information, Advice and Guidance (IAG)** so that you can make informed choices about your housing, access to learning, employment and move on options.



What you can expect from us

- To assess your eligibility for shared and self-contained flats in the London Boroughs of Hackney and Islington
- To assess and help you meet your support needs (for people referred via our support pathways)
- To explain what/how much support we can provide through your support plan or housing plan
- To provide guidance on how you can live safely in your home
- To explain your rights and responsibilities under your tenancy agreement – when you sign it and when you have difficulties
- To treat you fairly, and not discriminate
- To help you to move towards independence and help you find ways to keep your tenancy if in difficulty

What we expect from you

- To abide by PBHA's core values (Participation, Respect, Inclusion, Diversity, Empowerment)

- If we can't help you, we'll suggest someone who can
- A professional and knowledgeable staff that know about all PBHA's services and how you can access
- Regular tenant's forums to ensure PBHA tenants can voice their opinions, discuss current housing issues and celebrate achievements
- Programmes for PBHA tenants to help you get volunteering and paid work
- A quick and helpful response if you are unhappy with any part of our IAG services
- A commitment to equal opportunities, to value your opinions and encourage you to join in and influence our IAG services
- IAG on move on options in the boroughs and support to complete relevant paperwork

Feedback, comments, complaints

PBHA values your feedback and comments about the IAG services. If you wish to make a complaint about any aspect of the service PBHA will ensure that your complaint is handled in a helpful and timely manner.

