



EVERYTHING YOU NEED TO KNOW AS AN FHA TENANT





To provide the people we support with a home for life so they can live as independently as possible in a safe and supportive environment.



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ABOUT FHA

“FHA offer homes for life, or for as long as tenants need our services.”

FHA only provide homes for people who need help to live more independently, in their own home, in their own community and who would otherwise have difficulty finding a home elsewhere.

FHA, a national not-for-profit registered provider of social housing was established in 2017, recognising there was a gap in specialist accommodation with wrap around support to cater for vulnerable adults who required more independent living.

FHA acquire accommodation through a long lease model, where funders and Head Landlords provide the buildings and we, offer homes for life that we can then manage and maintain.

As a Registered Provider of Specialist Supported Housing (SSH) our housing management goes above what traditional Landlords do, ensuring that when tenants have challenging behaviours, we can work with partners to ensure that the tenancy remains sustainable, and the support needed is provided. Through our work we maximise the independence of our tenants and provide them with comfort, safety, and support. Applicants should be motivated to live independently but should also need the security and peace of mind offered by supported housing.

We ensure that care and support is provided to our tenants through service level contracts with care providers. These partnerships are important for all parties, to ensure that the property is working well and that we remain focused on the best outcomes and service for tenants. FHA is regulated by the Regulator of Social Housing (RSH) to ensure that our services meet and surpass the expected standards.

FHA have a growing team of directly employed staff, with other key support services coming from external partners, e.g. Information Technology support, Human Resources, Health and Safety and Fire Safety, etc.

The FHA team are the core of our business, their dedication and hard work enables us to continue to support our tenants to lead independent lives. All FHA staff are passionate about what we do and the difference we make in delivering a positive impact on our tenants lives.

THE FHA TEAM HAVE HEART



HONESTY

We:

- Acknowledge mistakes, fix them, and learn from them
- Show transparency in everything we do
- Do what we say we will do



EMPATHY

We:

- Care about, our tenants, colleagues, and partners
- Understand what matters to our tenants, colleagues, and partners



ACCOUNTABLE

We:

- Build strong and trusted partnerships
- Deliver value for money (VFM)
- Do not hide from our responsibilities, as individuals, a team or a landlord



RESPECT

We:

- Treat everyone with respect and dignity
- Value diversity
- Put tenants at the **HEART** of everything we do
- Share and celebrate positive changes in our tenants' lives



TEAMWORK

We:

- Are one team
- Share goals, targets, objectives, and ambitions both internally and externally
- Are committed to delivery of our business strategy
- Make a difference

TYPES OF HOMES

“Home, for many is not about bricks and mortar, or immaculate surfaces. It is a feeling. Home is where our tenants feel understood and accepted.”

FHA OFFER TWO TYPES OF HOUSING, SELF-CONTAINED AND SHARED ACCOMMODATION.



Self-contained accommodation

has all its own facilities, this means that you have your own bedroom, bathroom, kitchen and living room.



Shared accommodation

is where you share facilities, with other tenants, such as bathrooms, kitchen and living room, but have your own bedroom. Some of our shared accommodation comes with ensuite bedrooms, meaning you will have your own bathroom within your bedroom as well as shared facilities.

MOVING INTO YOUR NEW HOME



When you move into your new home you will be given a welcome pack which includes an Assured Tenancy Agreement (AST).

This document sets out your rights and responsibilities as a tenant and is a legal contract between you and FHA. A member of the FHA team, will go through your AST with you on day one of your tenancy to ensure you fully understand your responsibilities as an FHA tenant.

All tenants pay rent / service charge, the amount of rent / service charge you pay depends on the amenities in your home and on

the size, type, and location. Once you move into your home, a member of the FHA team will fully support you to make a claim for Housing Benefit (where applicable) and support you to set up payments to cover any associated utility bills, for water, electric, gas. Your rent / service charge and any utility charges are reviewed annually and any changes to your initial rent / service charge / utility charge will be notified to you in writing with no less than 28 days' notice.



MOVING OUT OF YOUR HOME

If you decide to move out of your home, you will need to give FHA 4 weeks' notice.

Your property should be left in good condition including redecoration where required and all possessions removed.

YOUR RIGHTS AND RESPONSIBILITIES

Your rights as a tenant are written into your AST or LTO.

These are some of the things you are responsible for:

- ✓ Paying your rent and service charge
- ✓ Paying utility bills, such as electricity, gas, water, telephone where applicable
- ✓ Paying your TV Licence and management of TV aerial
- ✓ Reporting and damage or repair issues
- ✓ Insuring your personal property against accidental damage, theft etc;
- ✓ Leaving your home in a lettable condition if you move out
- ✓ Pest control within your home
- ✓ Paying for any damage caused by you to the property

You should NOT:

- ✗ Cause a nuisance
- ✗ Harass anyone
- ✗ Smoke or Vape within the property

- ✗ Cause damage to the property
- ✗ Keep pets within your property without written permission from FHA
- ✗ Use the property for anything illegal

As a tenant of FHA, you have certain rights in law.

These are some of your rights as a tenant, the right to:

- ✓ Occupy your home in peaceful enjoyment
- ✓ Repairs and maintenance in your home
- ✓ Consultation and Information
- ✓ Make improvements (approval / responsibilities for costs need to be determined beforehand)
- ✓ Invite friends to your home and be responsible for their behaviour

For further details please refer to your AST / LTO.

TENANT PERCEPTION SURVEY



FHA will conduct Tenant Perception Surveys of all tenants.
The surveys are aimed at helping improve standards for people living in
our properties and we will ask questions about:



Overall
satisfaction



Keeping
properties in
good repair



Maintaining
Building
Safety



Respectful
and Helpful
Engagement



Effective
Handling of
complaints



Responsible
neighbourhood
management

FHA will contact you via your preferred method or at a customer engagement event. You will be asked to answer questions about the property you live in and the service you receive from FHA.



REPAIRS AND MAINTENANCE

If something is broken or needs replacing, we need to know straight away so we can fix or replace it. You should report any repairs to your care provider or to a member of the FHA team T: 0191 4064857 E: repairs@falconha.org as soon as possible.

Emergency repairs are repairs that pose a significant risk to the individuals we support, are deemed as a business critical or present an immediate threat to the H&S of stakeholders. Any other repairs reported will be responded to during office hours and attended to as per relevant timescales.

The following repairs will be carried out within the following timescales:



SPECIAL ADAPTATIONS

Any special adaptations to the property should be agreed with your support provider prior to moving in. FHA will signpost tenants and care providers to apply for funding for any adaptation's required to enable you to live as independently as possible within your home.



HEALTH AND SAFETY GUIDANCE

FHA complies with all relevant legislation and best practice to ensure homes are safe and compliant.

This guidance provides tenants with additional information and steps they can take, to ensure their home remains safe.



You can keep safe and prevent fires by taking a few simple steps:

- ✓ Make sure fire doors, including your flat door shut properly, are kept closed when not in use and are never wedged open.
- ✓ When you go to bed, it's good practice to ensure all doors, especially the doors to the lounge and kitchen are closed, as in the event of a fire it will slow the spread.
- ✓ Doors and self-closing devices must never be tampered with.
- ✓ Any faults or damage to fire doors should be raised immediately.
- ✓ Never leave cooking unattended – keep an eye on your cooker when it's on.
- ✓ Deep fat fryers or Air fryers are much safer than using open chip pans.
- ✓ ALL FHA properties operate a 'NO SMOKING' policy.
- ✓ Do not overload electrical sockets by plugging in too many electrical appliances.
- ✓ If you use an electric blanket, make sure it is in good condition. Do not use blankets that are more than 10 years old or that show signs of wear.
- ✓ If you have a mobility scooter, do not leave these in common areas and seek further advice from your care provider and or FHA as to where it can be safely stored and charged. If you need to keep it in your own accommodation, this should be agreed with FHA in advance. Make sure you don't leave it where it will stop you getting out quickly in an emergency.
- ✓ If you require oxygen therapy, follow the guidance you are given on using this safely. Never smoke when using oxygen.
- ✓ Make sure you've got working smoke alarms and that someone checks them regularly.
- ✓ At the end of the day, check cookers and electrical appliances are switched off.

HEALTH AND SAFETY GUIDANCE



ELECTRICAL

Almost half of all fires that happen in the home are caused by electricity and every year, faulty electrics or electrical equipment cause many injuries in homes. There are simple steps you can take to keep safe.

- ✓ Don't plug too many appliances into electrical sockets.
- ✓ Don't repair damaged electrical wiring or appliances yourself.
- ✓ Don't take mains-powered electrical items into the bathroom.
- ✓ Don't touch electrical appliances or switches with wet hands.
- ✓ Don't plug adaptors into other adaptors.
- ✓ If you have concerns with electrical switches or sockets, stop using them and raise a repair.



GAS

Lots of homes rely on gas for heating and hot water and to ensure they are safe, FHA as your landlord, check these appliances each year, to make sure they are safe and working effectively. There are simple steps you can take to keep safe.

- ✓ Ensure you let the Gas Safe registered engineer in to check all gas appliances in your property once a year.
- ✓ Look out for gas appliance warning signs - If your appliance isn't working as it should be, there are certain signs to look out for like floppy yellow flames, extra condensation, and black marks around the appliance.
- ✓ Know the signs of Carbon Monoxide (CO) poisoning that may be given off if an appliance isn't working correctly and isn't serviced e.g. headaches, dizziness, nausea, and breathlessness. More severe symptoms are collapse and loss of consciousness.
- ✓ What to do if you smell gas:
 - Report it immediately to the National Gas Emergency Service on 0800 111 999
 - Don't use electrical switches – they might cause a spark
 - Shut off the gas supply at the meter
 - Put out all naked flames
 - Open doors and windows
 - Leave your home

HEALTH AND SAFETY GUIDANCE



CONDENSATION AND MOULD

Tenants must ensure that cases of damp and mould are reported, in order that the issue can be resolved as soon as possible, and causes can be investigated to prevent recurrences.

Tenants must also ensure that measures provided that help prevent or reduce factors that lead to damp and mould are correctly utilised:

- ✓ Close kitchen and bathroom doors when in use and use extractor fans to remove condensation.
- ✓ Make sure air bricks in walls are not blocked and any window vents are utilised.
- ✓ Dry washing outdoors wherever possible or use a vented tumble dryer.
- ✓ Where possible heat your home at a low constant temperature during the cold weather, rather than heating one room to a high temperature. Remember that condensation affects rooms you are not heating.
- ✓ Keep radiators clear to allow warm air to circulate.
- ✓ Use lids on pans where possible when cooking, to reduce moisture and to save energy.
- ✓ Open windows to ventilate the property especially when cooking, showering.



ASBESTOS

As your landlord, FHA survey every property to establish if asbestos is present and to determine its condition. Where asbestos is not in a good condition or is likely to be damaged, it is removed or protected. You are not at risk if materials that contain asbestos are undisturbed and undamaged. There are simple steps you can take to ensure you are safe:

- ✓ If you think any asbestos has been damaged, move to a different room, no one should go into the room, inform the care provider and call the FHA Customer Service Hub.
- ✓ Work such as sanding, or drilling may damage asbestos products. Therefore, tenants should never disturb or damage the fabric of the property such as walls and ceilings.

HEALTH AND SAFETY GUIDANCE



LEGIONELLA

Legionella is the name given to bacteria that's found in almost all water sources and can sometimes enter domestic water systems. The likelihood of legionella being in your home is very low, as the water system is regularly checked and maintained. However, there are things that you can also do to ensure your water system is safe:

- ✓ Legionella bacteria is more likely to grow between 20c and 50c, so hot water cylinders should be set at 60c or above.
- ✓ Regular use of cold-water taps should ensure temperatures stay below 20c.
- ✓ Your taps and showers must be kept clean to prevent a build-up of scale that can harbour legionella bacteria.
- ✓ Use water taps at least once a week. This helps to make sure you don't have water standing still in pipes.
- ✓ If you've been away from home for more than a week, you should run all your taps including your shower for a few minutes before using the water.
- ✓ Remember that when flushing taps or other outlets, open them slowly so you don't splash water or release droplets into the air.



SAFETY & SECURITY

Some ways to ensure you stay safe in your home.

- ✓ Always lock doors and windows when leaving the property.
- ✓ Never leave keys under the doormat or hanging from a string behind the letterbox.
- ✓ Always ask for identity from people before letting them in.
- ✓ If you go away, cancel any subscriptions you may have, e.g. milk / newspapers.
- ✓ Check that your smoke alarms and fire alarms work by testing them weekly.
- ✓ Keep all doors closed especially fire doors.
- ✓ Familiarise yourself with fire safety procedures. Ask your care provider to explain what to do if there is a fire.
- ✓ Report to your care provider or FHA with any concerns that you think may be harmful.

COMPLAINT PROCESS

FHA aims to deliver a positive customer experience; however, we acknowledge that sometimes things go wrong, and residents complain. When this happens, we aim to be as helpful as possible and provide a process which is simple and easy to follow, aiming to put things right at the first point of contact.

To make a complaint you can:

-  **Email hello@falconha.org**
-  **Email or phone any member of the FHA team**
-  **Speak with any member of staff**
-  **Write to: Office 3.30, 3rd Floor, 2 Lighthouse View, Spectrum Business Park, Seaham, Co Durham, SR7 7PR**
-  **Via social media**
 -  **facebook.com/falconhousing**
 -  **[@FalconHousing](https://twitter.com/FalconHousing)**
 -  **[Falcon Housing Association C.I.C \(FHA\)](https://www.linkedin.com/company/falcon-housing-association)**
 -  **[falcon_housing_association](https://www.instagram.com/falcon_housing_association)**

FHA recognise that our complaints process should be easy to understand and use. We have therefore adopted a two stage complaints process, as recommended by the Housing Ombudsman.

Stage 1

When a complaint is made, it will be acknowledged and logged at stage 1 of the complaint's procedure within 5 days of receipt. The details of the complaint will be passed to the relevant member of staff and/or manager to investigate and resolve. They will then contact the complainant to discuss the complaint and ask how they would like it to be dealt with and resolved. Wherever possible, we will try to resolve the problem immediately. At the very least, we will aim to send a full response within 10 working days.

Stage 2

If all or part of the complaint is not resolved to the tenant's satisfaction at stage 1 the complaint will be progressed to stage 2. FHA will only escalate a complaint to stage 2 once we have completed stage 1 and at the request of the tenant. The person considering the complaint at stage 2, will not be the same person that considered the complaint at stage 1. FHA will respond to the stage 2 complaint within 20 working days of the complaint being escalated.

Housing Ombudsman Service

The Housing Ombudsman Service normally investigate a complaint after an organisation's internal complaints process is exhausted, however, the Housing Ombudsman Service has the discretion to take on a complaint if there is reason to believe a registered provider is causing unnecessary delay in handling it.

The Housing Ombudsman Service is contactable via:



Tel 0300 111 3000 - 9.15am-5.15pm: Monday to Friday



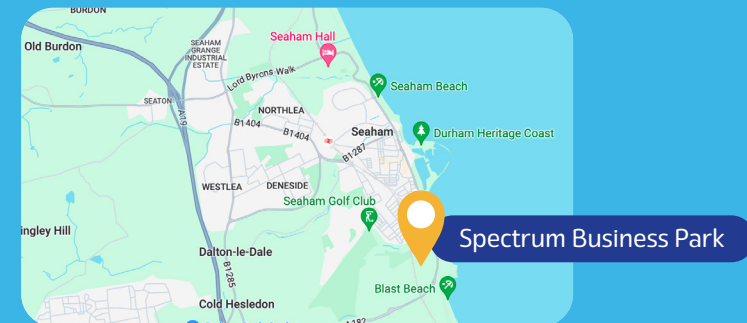
Email info@housing-ombudsman.org.uk



www.housing-ombudsman.org.uk



Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ.



Falcon Housing Association C.I.C.,
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Lighthouse View, Spectrum Business Park,
Seaham, Co Durham,
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Opening Hours:

Monday – Thursday 9am – 5pm
Friday 9am – Noon

General Email: hello@falconha.org

Repairs Email: repairs@falconha.org

More information: www.falconha.org