

16

Charleston Square

**Information
For
Prospective Tenants**



What does this booklet contain?

This booklet contains information about 16 Charleston Square and how to apply to rent a flat there. It is one of three booklets which contain information on different types of tenancies, which may be suitable for you to move into when you leave foster or residential care.

When choosing which type of accommodation is best for you, you have a number of alternatives to consider. This booklet should help you decide if 16 Charleston Square is the right choice for you, as your first step to living independently. If you have any questions which this booklet does not answer speak to your social worker or support worker or arrange to visit 16 Charleston Square to find out more information.



What does this booklet contain?

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Introduction to 16 Charleston Square

The housing development at 16 Charleston Square was especially designed for young people. It consists of 10 individual, modern, one bedroom flats and a support hub.

The development was built after care leavers, like you, raised concerns about the difficulties they faced when moving on from foster or residential care to living independently; many suggested they needed more support.

The accommodation at 16 Charleston Square provides independent living where 24-hour help is available when required from support officers; who are based in the hub area of the development.

Where are the flats?

The flats are located just off Neilston Road in Paisley.



Their address is:

16 Charleston Square

Paisley

PA2 6EY

Who can live at 16 Charleston Square?

You can apply to rent a flat at 16 Charleston Square if you have been accommodated in foster care or residential care by Renfrewshire Council. You must have been accommodated for at least 13 weeks, since your 14th birthday and been accommodated on or after your official school leaving date.

If you apply for a flat at 16 Charleston Square you will recognise that you need some support; to help you move from being accommodated to living independently. You will wish to engage with support and be a responsible and respected tenant.

How long can I live at 16 Charleston Square?

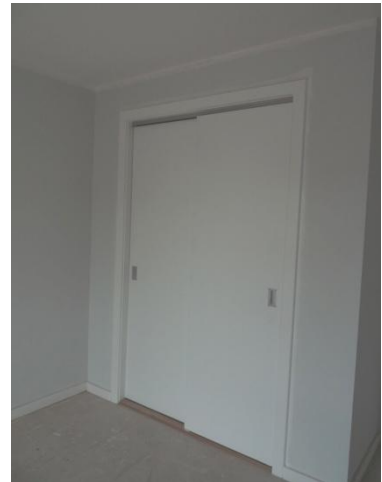
It is anticipated that tenants on average will live at 16 Charleston Square for a year, although some tenants may be prepared and move on after 6 months, while others may require the support offered at 16 Charleston Square for 18 months.

What are the flats like?

There are five ground floor and five 1st floor 1 bedroom flats at 16 Charleston Square.

Features

- Double glazing.
- Freshly decorated.
- Shared garden.
- Secure entrance with CCTV.
- Support hub where 24 hour support is available.

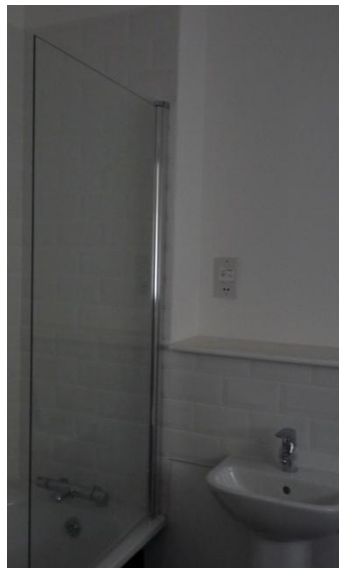


Rental Information

Furnishings: Part furnished

Deposit: No deposit

Letting Type: Temporary Accommodation Agreement



Full Description of Flat

All flats are accessed through a main secure entrance and for your security all communal areas are monitored by CCTV.

Each flat has its own front door and comprises of a:

- Spacious lounge
- Fully fitted kitchen with integrated oven, hob, fridge and freezer.
- Laundry cupboard with a washing machine.
- Double bedroom with a built in wardrobe.
- Fully tiled bathroom with a shower over the bath.
- Reception hall

The apartments feature double glazing and an eco heating system with hot water available on demand.

Each flat is freshly decorated in a neutral shade of your choice. They are partly furnished with a sofa and small dining table to enable you to enhance the decoration and finish furnishing it to your individual taste.

A shared garden area is available for tenants to use.

There is also a support hub where 24 hour support is available. You are encouraged to attend and organise support activities which take place in the hub, to help improve your independent living skills

Your accommodation support worker will help you, to:

- Develop your skills to maintain your own tenancy.
- Access health and wellbeing services
- Strengthen your positive social network and help you to engage in leisure activities.
- Take advantage of education, employment and training opportunities.

Hub Activities

The hub consists of an open plan kitchen, dining and lounge area where one-to-one and hub activities can take place. It also includes office space for accommodation support staff. The hub will be staffed 24 hours a day to enable you to access support when you need it.

Activities take place in the hub; these help you to develop the practical, social and emotional skills you need to manage your own tenancy. Attending some of these activities may be incorporated into your Housing Support Assessment and Pathway Plan

Informal events, which you will be encouraged to organise and attend, also take place in the hub. These may include Sunday lunch, film, cooking and leisure evenings.

You will also be supported and encouraged to attend other activities or programmes organised by other services such as Housing and Employability. These activities will help you develop the range of skills and attributes you need to effectively maintain a home of your own.

Involvement in decisions and keeping you informed.

Your participation is vital in all decisions made concerning your future and your views are central to the development of your Housing Support Assessment and Pathway Plan. If necessary, staff will provide you with support to enable you to express your views. If you wish, you can contact Who Cares on 0141 226 4441, they can provide you with independent representation and advocacy to make sure your voice and opinions are heard and taken into consideration. Throughout any decision making process, every effort is made to accommodate your wishes.

Information Pack

When you first move into 16 Charleston Square you will be given an Introductory Information Pack, which will contain useful information including a copy of:

- Loretto Housing Association User Guide,
- 16 Charleston Square Tenants Handbook,
- Relevant policy and procedures relating to you living at 16 Charleston square,
- The current Care Inspectorate Report,
- Suggestions and complaints procedure.

What are my responsibilities?

Living at 16 Charleston Square is very different from living in residential or foster care. You will be respected as an adult and agree to be a responsible and respectful neighbour. You will take on a number of new responsibilities which include:

- Adhering to the terms of your Temporary Accommodation Agreement and relevant policies and procedures,
- Engaging with the support offered to you,
- Actively developing your Housing Support Assessment and Pathway Plan and striving to achieve the goals you set.
- Attending relevant meetings.
- Ensuring that all bills are paid on time for example your rent, Council Tax, water rates and television licence.
- Keeping your flat clean and tidy.
- Looking after your health and wellbeing.
- Developing a positive social network.
- Positively engaging with education, employment and training opportunities.

Cost of Rent, Council Tax and Water Charges

The average cost for a one bedroom flat in Renfrewshire is:

- Rent: £65 per week.
- Council Tax: £15 per week.
- Water and sewerage rates: £7 per week.

Policies and Procedures

A number of policies and procedures, you may recognise these as rules, are in place to ensure you receive a service that meets your needs and that you are aware of what is expected of you, and what you can expect of others, while you are living at 16 Charleston Square.

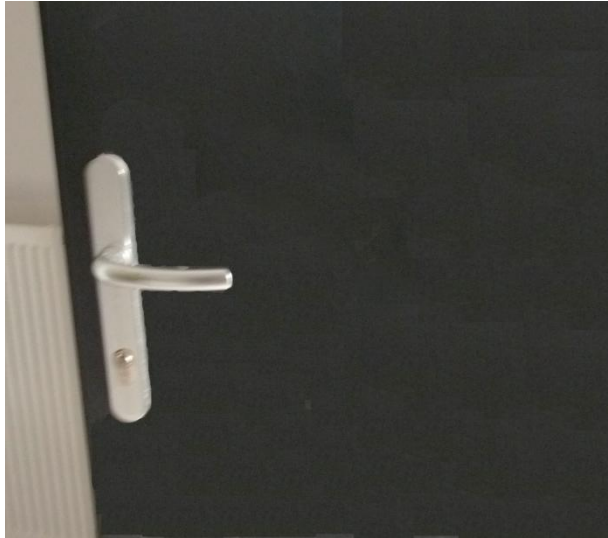
Occupancy Policy

It is anticipated that 16 Charleston Square will be your main residence, as such; you will stay there at least 5 nights per week and engage with the support offered to you.

For health and safety reasons you are requested to inform accommodation support staff if you intend to stay out overnight.

Access to Flats

Access to all of the flats at 16 Charleston Square is through a secure door entry system. All tenants wishing to gain access from outside will initially have to press the buzzer and a member of staff will let you in. However, as your independent living skills develop you will be able to request an entry fob. This fob can be programmed to allow you to access the development from outside. You may be given 24 hour a day access, or your access may be limited to specific times of day.



Privacy Policy

Staff respect your right to privacy at all times; unless there are concerns for your welfare and for maintenance checks.

Staff will not enter your flat without your permission; however, exceptions to this are:

- Concerns for your wellbeing.
- Health and safety concerns.
- To carry out essential inspection or for repair purposes.

If entry to a flat is essential two members of staff will carry this out.

Wellbeing Check

Wellbeing checks are carried out by accommodation support staff when appropriate. These will be discussed with you and included in your Housing Support Assessment and Pathway Plan.

Visitor Policy

External Visitor Access Policy

You are responsible for the behaviour of your visitors, and ensuring they comply with the Appropriate Behaviour Policy. You must remain with your visitors at all times, while they are at 16 Charleston Square.

- Child and adult protection procedures will be taken into account when applying this policy.
- Your visitors may only visit your flat, and are not permitted to enter any other flat.
- Any restrictions to your visitor access are noted in your Housing Support Assessment and Pathway Plan and clearly explained to you.

The number of visitors you can have at any one time and the length of their stay is agreed with the service management and outlined in your Housing Support Assessment and Pathway Plan. These relate to your level of responsibility.

No overnight visitors are allowed and your visitors must have left 16 Charleston Square by 10pm.

Visitors will be refused access if:

- They appear to be under the influence of alcohol or drugs.
- They are acting in an aggressive or challenging manner.
- Their access is barred following a risk assessment.

You have the right to refuse to engage with unannounced visitors and staff may support you to do this.

Visitors do not have access to the hub, except when this is prearranged

You are required to inform staff in advance if your visitor is under 18 years of age; as a risk assessment and health and safety inspection of the accommodation is required to ensure the environment is appropriate for your visitor.

Internal Visiting Policy

Your rights to visit other flats, and allow other tenants to visit your flat is negotiated with accommodation support worker, agreed with the service management and written into your Housing Support Assessment and Pathway Plan.

Systems are in place to ensure that staff are aware of your individual visitor policy, and the number and length of time visitors can have access to your flat.

Failure to comply with your visitor agreement may result in a ban on visitors.

Access to the Hub is agreed with your accommodation support worker and included in your Housing Support Assessment and Pathway Plan.

Pets

You are not allowed any type of pet in your flat at any time.

Property Maintenance Policy

Should any damage be caused to your flat or its furnishings or fittings by you or your visitors, or if any items go missing, you may be charged for any costs incurred to replace these items or carry out repairs.

Appropriate Behaviour Policy

Your privacy and choices will always be respected, unless they affect your safety or the rights of others; your safety will be promoted at all times. You will be expected to respect the rights of other occupants, workers and visitors to 16 Charleston Square.

You, and anyone visiting you, must respect the Appropriate Behaviour Policy, and not harass or act in an inappropriate manner towards any tenant, worker or person in the neighbourhood. You and your visitors must:

- Be respectful
- Report any concerns you have about your visitor's behaviour to a staff member.
- Advise visitors of the fire procedures.
- Keep noise to a socially acceptable level. This includes television and music system volumes.
- Behave in an appropriate manner, and avoid causing any disturbances, nuisance or annoyance to others, or act in a manner that could be viewed as aggressive, violent or threatening in any way.
- Regularly place your rubbish in the communal bins provided and never leave it in inappropriate place.
- Not possess or consume alcohol while in 16 Charleston Square.
- Not be involved in the illegal use or supply of alcohol, tobacco or drugs.
- Not use or carry an offensive weapon.
- Value the agreement you set in your Housing Support Assessment and Pathway Plan; which are in place to ensure your safety and wellbeing.

The aim of the service is to provide you with a positive and safe environment and appropriate support; to enable you to sustain your tenancy at 16 Charleston Square and to move onto a permanent tenancy of your own.



To achieve this, a system of Tenant Notices is operated within Charleston Square. If necessary these will be issued to highlight to you when your behaviour is inappropriate and in need of change. If you are issued with a notice you will be offered additional support, when you most need it, to help you address any concerns raised and to encourage you to create positive change.

Failure to comply with the Appropriate Behaviour Policy may place your right to live at 16 Charleston Square at risk or may lead to your lease not being renewed.

Good Neighbour Guidelines

Under the conditions of your Tenancy Agreement you are required to:

- Keep your flat clean and tidy, properly heated and ventilated.
- Wash your windows regularly.
- Make sure common parts of the building are kept clean and tidy and free from obstruction.
- Take your turn to clean the walkways and stairs of the building.
- Take your turn to help put the communal bins out for emptying, on the evening before collection day.
- Accept responsibility for and take care of the fittings, fixtures, white goods and furniture provided within your flat and in the communal areas
- Report any damage, repairs or loss of items supplied immediately to a member of staff. They will help you to arrange for repairs and any relevant paperwork to be completed
- Use the building and your flat only as a residence and not for any trade, professional or business purposes.
- Participate in the tidying and general cleaning of the hub after use. You must make sure it is clean, tidy and ready for use by someone else.

How do I apply?

If you are interested in living at 16 Charleston Square you have to be entitled to a Throughcare service and have been referred for support.

You are encouraged to visit 16 Charleston Square to find out more about the steps which form part of your journey from foster or residential care to independent living.

A number of tasks have to be completed before you can submit an application for a flat at 16 Charleston Square, these include:

- The completion of your Pathway Plan
- The development of your initial Housing Support Assessment and Pathway Plan.
- Your attendance at a Housing Options Interview at Renfrewshire Council's Housing and Homeless advice services.

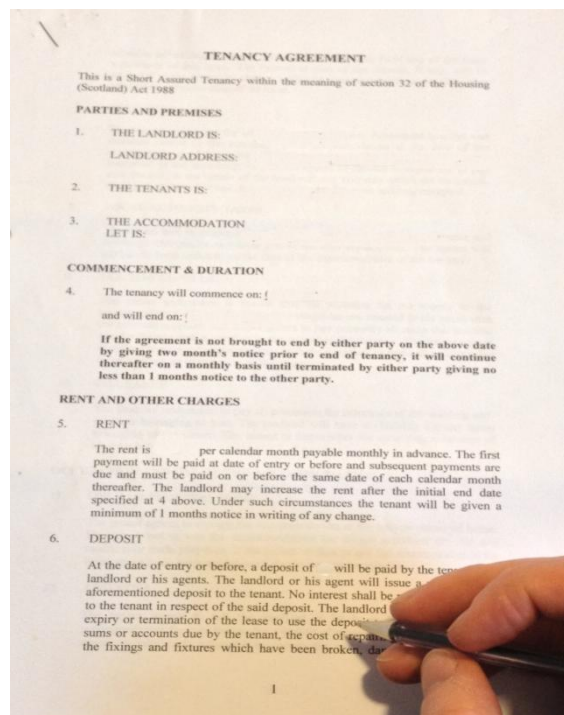
Your accommodation support worker will generally support you to attend this interview. This interview will help you to assess which type of accommodation is currently your best option.

If you decide a flat at 16 Charleston Square is a housing option you would like to be considered for, then you should arrange to visit 16 Charleston Square to complete a brief application.

How are flats allocated?

Your application for a flat at 16 Charleston Square will be considered along with other applications by the Allocation Group. The allocation group will consider all applications and prioritise allocation on a needs led basis, considering the individual needs of current and prospective occupants.

How will I know if I have been offered an available flat?



You will be informed of the date your application will be considered by the allocation group. You will receive a formal decision in writing within 5 days of the allocation meeting being held. Your social worker and any other relevant support workers will also be informed, to ensure you are supported to manage the result of the allocation group's decision. You may ask for your application to be reconsidered at the next allocation meeting, alternatively you may wish to consider another housing option.

How do I accept an offer of a flat?

If you are offered a flat and you wish to accept this offer; arrangements will be made for you to attend an induction meeting at 16 Charleston Square where you will sign your Temporary Accommodation Agreement. This agreement is initially for six months, followed by monthly extensions.

An Accommodation Agreement is a legally binding document which sets out all the terms and conditions of your occupancy and your rights and responsibilities.

If you do not comply with the terms and conditions of your Accommodation Agreement or engage with support offered to you, the agreement may be terminated by Renfrewshire Council which will result in you losing your accommodation at 16 Charleston Square.

Moving on from 16 Charleston Square

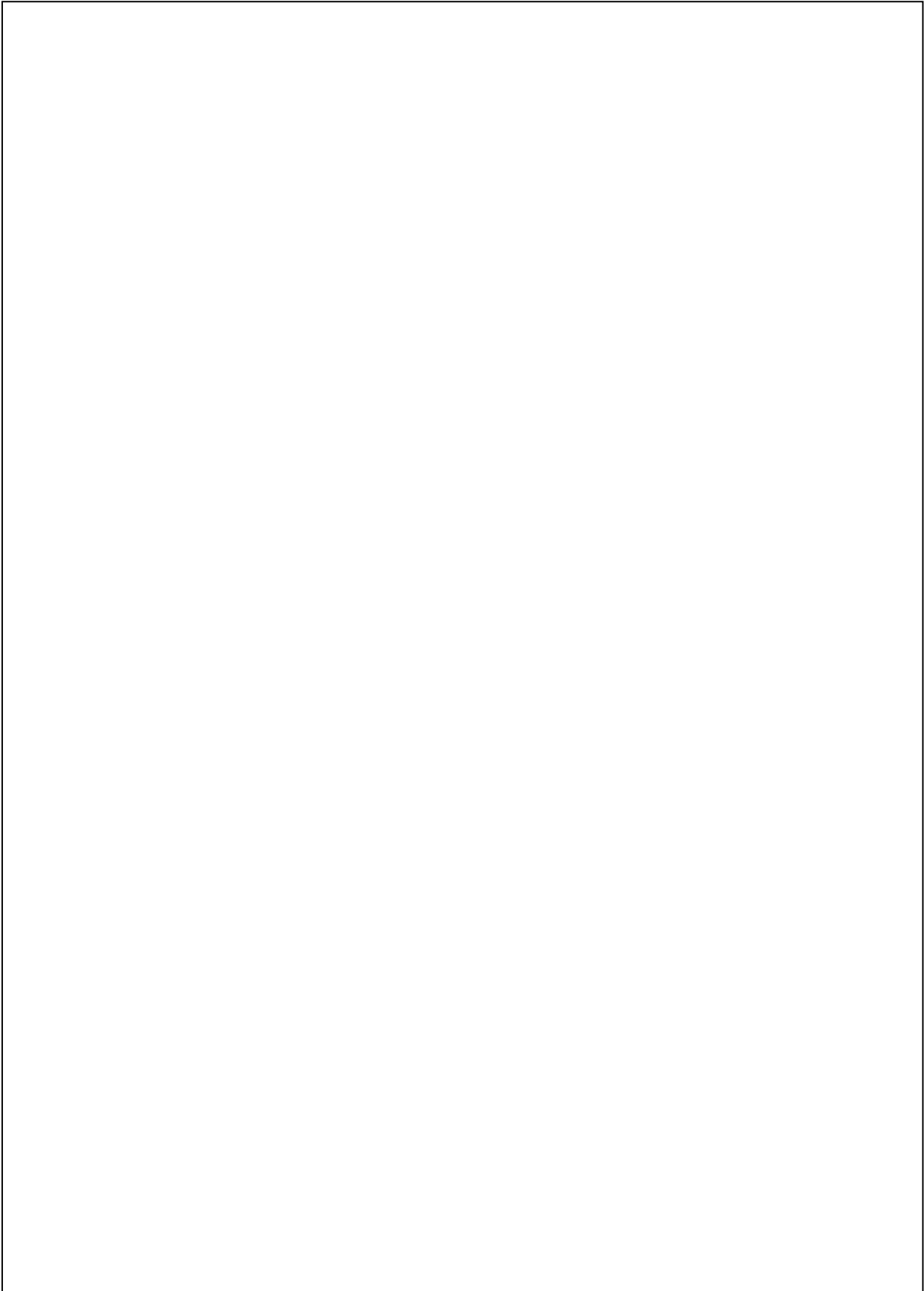
Your flat at 16 Charleston Square is a provisional tenancy, to help ease your move from care to living independently.

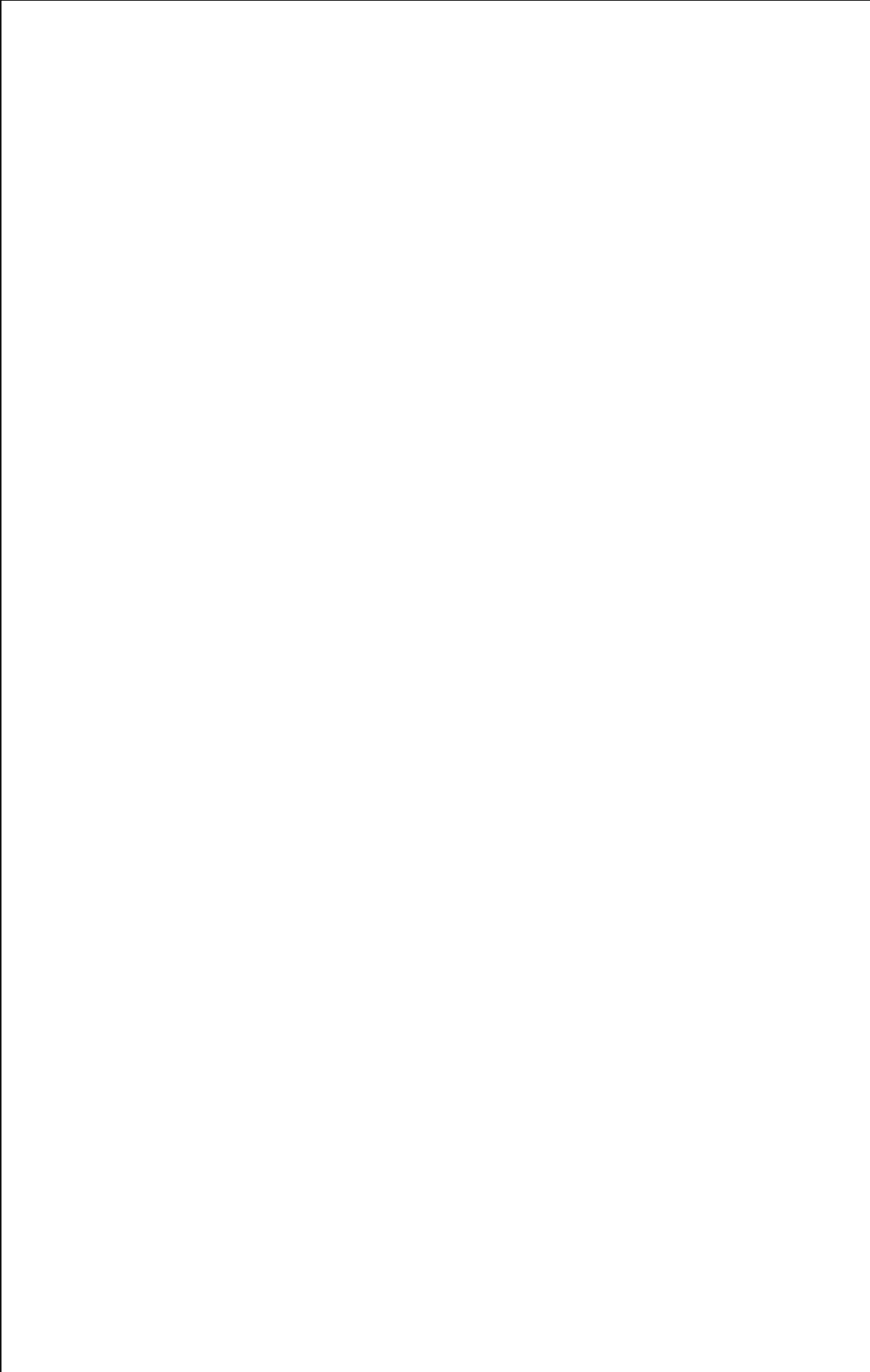
It is anticipated that you will plan your move from 16 Charleston Square with your accommodation support worker. After considering the best tenancy option available to you, they will support you to move into your next tenancy. You will be able to request support until you reach 21 years of age, or 25 if you are in continuous full time education.

When you are ready to move out of 16 Charleston Square you are required to end your tenancy agreement. This is done by completing a Tenancy Termination Form. You must do this at least 28 days before you wish to move out.

Questions

Use this space to note any questions you have:

A large, empty rectangular box with a thin black border, intended for the user to write any questions they have.



If you are interested

in living at 16 Charleston Square you can discuss this with your social worker or support worker or phone to find out more information and to arrange a visit

16 Charleston Square

Paisley

PA2 6EY

0141 581 0500



Renfrewshire
Council