

# As a resident in supported accommodation what should I expect and what are my rights?



City of  
Doncaster  
Council

**As a resident living in Supported Accommodation, you should expect the following:**

## **1. Before moving in you should have:**

- An assessment that shows you need Supported Accommodation, and how the Organisation will support you, signed and agreed by you.
- Signed copy of your License or Tenancy Agreement that you understand. There will be information about what happens if you don't comply with the "terms" of your License or Tenancy Agreement, and how to give the proper notice to end your occupation if you wish to.

## **2. Shortly after you move in you should be told who your allocated support worker is and you should get:**

- A support plan which tells other people about things you want to

change about your life and what sort of care and support you need to live your life. This should be reviewed regularly.

- Any other support documents (such as an Outcomes Star).
- Information about how you should be supported should be easy to understand and have been discussed with you in a fair and open manner.

## **3. While you live in Supported Accommodation:**

- Your property should be well managed, safe, clean, warm, well maintained, secure, and be good for your health and wellbeing. Repairs should/will be done without unnecessary delays. You should be informed how to report repairs when they are needed and be told how long repairs will take to be completed.
- You should receive good quality, regular, confidential support from an experienced and reliable support worker, who visits you

in your accommodation at an agreed time.

- Your support worker should keep notes about the support they give you. You can see these notes under General Data Protection Regulation rights.
- Your support worker should provide you with good information and help you with day-to-day living, use local services such as waste collection, access local agencies, services and organisations that can help you to settle into your community.
- Your support worker should work with you to enable you to regain your skills and confidence to live as independently as possible. Using Supported Accommodation as a 'steppingstone' will help you to get on with your life and make the most of your opportunities.
- Your support worker should make sure that information provided to you is clear, accessible, and in a variety of formats to cater for any language and literacy needs.
- Living in supported accommodation alone should never be a barrier to employment. Your support provider should support you to achieve this if you are ready to take that next step.
- When you are ready to live independently you should receive help to move-on.

- If you are unhappy about any aspect of supported accommodation or support your support provider should ensure you have a clear way to raise complaints with any member of staff and the complaints, as well as being responded to in good time, should be resolved as soon as possible. You should be able to offer suggestions to improve your accommodation or support. We want residents of supported housing to have safe, appropriate accommodation which meets their needs. If you have a concern about supported accommodation you can report this to us with a professional body by clicking on the 'Report It' button on the link below and completing the *Intel Form*.  
<https://www.doncaster.gov.uk/services/housing/doncaster-supported-housing-improvement-programme>

## **Supported residents have the following rights in law**

- a. Freedom from harassment and illegal eviction:**
  - **Your landlord or their representative is not allowed to harass you. Harassment includes anything likely to interfere with your rights to occupy, your peace of mind or comfort ,or withdrawing**

## **services reasonably required for residential occupation:**

- You should expect your landlord to make reasonable attempts to contact you to provide you with regular support.
- Assured Shorthold Tenants must be served with a written Section 21 Notice. Residents with a Licence to Occupy should receive a minimum of 4 weeks written notice unless it is an “excluded” Licence, and a lawful eviction can only take place if the landlord obtains a court order. (If you live in hostel accommodation you may have an excluded Licence).
- Your landlord cannot remove your belongings from the property or change the locks to prevent you from gaining entry unless you have been lawfully evicted.
- Eviction advice is available from:

**Tel: 01302 736000 (Monday to Friday 08:30am - 4:30pm)**

### **Email:**

**housingoptionsteam@doncaster.gov.uk (Monday to Friday 8:30am – 5pm)**

**Or in person at the One Stop Shop at:**

**Civic Office, Doncaster, Waterdale, DN1 3BU (Monday - Friday between 8.30am - 3.30pm)**

**Emergencies: If you are homeless outside of these hours contact 01302 737199**

<https://www.stlegerhomes.co.uk/find-a-home/home-options/homelessness-service/>

## **Citizens Advice**

<https://www.cadoncasterborough.org/>

## **Shelter**

[https://england.shelter.org.uk/housing\\_advice/eviction](https://england.shelter.org.uk/housing_advice/eviction)

## **b. Human Rights:**

- **These are defined and protected by the Human Rights Act 1998, based on shared values such as dignity, fairness, equality, respect, and independence. This includes:**
  - The right to peaceful enjoyment of your property.
  - Respect for your private and family life, home and correspondence.
  - Protection from discrimination.
  - The right not to be treated in an inhuman or degrading way.

## **c. Equality Act 2010 and Disability Rights:**

- A mental health condition is considered a disability if it has a long-term effect on your normal day-to-day activity. If you need treatment for drug addiction you are entitled to NHS care in the same way as anyone else who

has a health problem.

#### **d. My Housing Benefit claim:**

- Housing Benefit is money to help working age people on low income who live in supported or temporary accommodation to pay their rent. Pensioners can also claim Housing Benefit for help with rent even if they are in general needs accommodation. The amount you get depends on your income, capital, who you live with, the type of tenancy you have and the amount of rent you have to pay.
- You must claim Housing Benefit as soon as you are aware you need help with rent because it can normally only be paid from the Monday after we receive your claim. If we receive your form in during the same week that you have moved in, we may be able to pay you from the date you moved in or the date your tenancy started, whichever is the later.
- Housing Benefit may not cover all of your rent, for example, if your rent includes a service charge for use of energy in non-shared

areas. In most working age cases, Housing Benefit will be paid to your Landlord.

- You must tell the Housing Benefits section of any changes to your circumstances as soon as they happen. If you do not report a change, your benefit may be overpaid, and you will have to pay this back.
- Your Support Worker should be able to help you find out how any changes will affect your Housing Benefit. If they cannot help you, they should signpost you to somebody who can.
- Further information relating to Housing Benefit can be found at <https://www.doncaster.gov.uk/housingbenefit>

Housing Benefit must be claimed online and you can do so at <https://www.doncaster.gov.uk/services/council-tax-benefits/claiming-housing-benefit>

Changes in circumstance should be reported online at <https://www.doncaster.gov.uk/doingonline/benefits-change-in-circumstances>

**For more information contact:**

**Email: [SHIP@doncaster.gov.uk](mailto:SHIP@doncaster.gov.uk)**

**Or you can visit us online**

**[www.doncaster.gov.uk/supportedhousing](http://www.doncaster.gov.uk/supportedhousing)**



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