



Tenant Information

This leaflet sets out our services so that customers know what they can expect.

T.P | Properties
Providing you with the home that you need

If you would like this leaflet in another language or format, or if you require the services of an interpreter, please telephone our Housing Procurement Officers on 01254 385845.

Jeśli chcesz tę ulotkę w innym języku lub formacie, lub jeśli potrzebujesz pomocy tłumacza, zadzwoń naszych oficerów Zamówień Obudowa na 01254 385845.

اگر آپ کو کوئی دوسری زبان یا شکل میں اس کتابچہ کو پسند کرتے ہیں، یا اگر آپ کو ایک مترجم کی خدمات کی ضرورت پڑتی ہے، براہ مہربانی 01254 385845 پر ہمارے ہاؤسنگ حصولی کے حکام کو ٹیلی فون.



This leaflet is about the work of T.P Properties.
If necessary please ask someone to help you read it.

"Providing you with
the **home** that
you need"

A short introduction for tenants

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Introduction

T.P Properties has its head office in Blackburn, Lancashire. The company's aim is to provide housing to people with a learning disability, physical disability or mental health need.

T.P Properties provides a range of accommodation solutions from adapted, new build, and standard (non-adapted) properties, in any area nationwide.

Working with you, your friends, family and supporters we select and develop a home that will be right for you now and hopefully evermore.

Mission statement

To provide you with the home that you need.

Equality and diversity

We are dedicated to the fair treatment of all people in everything we do. We will not discriminate in respect of age, disability, marital status, pregnancy, gender reassignment, race, religion, sex, spent criminal convictions or wealth. These ideals are the foundation of our housing provision and employment of our staff.

What is supported housing?

Supported housing is different from typical residential or domiciliary care because whatever company provides the care does not provide the accommodation. However, these two companies work together to help people to live as independently as possible in the community.

Why choose supported housing?

This combination of housing and services is a very cost effective way to help people to live more established lives. Research has shown that this model is very good at maintaining a person's stability, as well as helping to improve their health and reduce the need to work with social services or the health authorities (Chronic Homelessness Brief, 2007.)

When the housing and care is separate you will directly receive the benefits that you are entitled to. In most cases this will increase the amount of money that you manage each week by a considerable amount.

**Who decides
if you can receive
such a housing service?**

Generally you will have to be under the care of a local social services department, NHS trust or primary care trust. These bodies are qualified to assess your need. Their assessment will decide what type of accommodation will suit you best. This could be to live alone or to share with others. It might interest you to know that T.P Properties has helped people from all support categories to live independently in apartment projects, which is a growing area of our work.

Your services and care needs must require support and supervision from the housing association in excess of that which a general needs landlord is able to offer. T.P Properties at this stage can be approached by you, your family and friends, service purchaser or care provider to find, develop or check stock for a suitable property.

Our five stage process

T.P Properties is proud to provide you with a home through a carefully developed process. Often we are able to avoid lengthy housing waits due to the way the company is funded and our mechanisms are operated.

Stage One Holistic understanding

The tenant, family, social workers or support organisation complete T.P Properties' 'Customer Housing Requirement Form'. If there is any difficulty with this form help will be given by the company's Housing Procurement Officers. This record is important as it sets out the details of the project. A written management agreement must also be provided by the professional bodies to show commitment to the scheme before further efforts are made.

Stage Two Research and selection

T.P Properties will look for suitable properties or land (for new builds) that meet the project requirements. On average this can take two weeks. The commissioners, and support organisation in most cases, will link with you and whoever you wish to view the properties and make a decision as to which one is most suitable.

Stage Three Purchase and survey

Once a property has been chosen T.P Properties will start to buy it. The next stage is to request a survey, generally this is completed within a two week period. Property purchase time frames can vary due to the size of the housing chain. However, usually this takes around eight weeks.

The survey identifies any weaknesses in the property; from which a timetable, budget and plan can be made to achieve the construction, maintenance and adaptation tasks when the house is purchased. The time scales of work are again a very fluid issue, as they are dependent on the type and number of adaptations needed. The key to the success of this phase is clear and honest communication between all parties.

Stage Four Rent

Property, tenant, care provider and costing information is sent by T.P Properties to the housing association. These details form the details of the rent.

Contact is also made with the housing benefit department for rent testing.

Stage Five Purchase and tenancy

When the property is purchased, should adaptations be needed, we might have to contact the local planning and building departments. These bodies usually take around six weeks to indicate that they are happy with the proposed changes to the house if the matter is straight forward.

Work commences, with the related period being dependent upon the required changes.

You complete a 'Tenancy Application Form' which will be provided by the chosen housing association. When this is processed and agreed an assured tenancy agreement is offered to you.

Adaptations

T.P Properties can complete any required adaptation on the whole, such as wet rooms, ramps, specialist kitchens, wheelchair accessible homes, security systems etc. All these costs however have to fit into the agreed budget.

Assistive technology

T.P Properties prides itself on using assistive technology where all parties think it is needed. Such items that have been provided historically are: security door entry systems for adults with physical disabilities, door sensors, cameras, paging systems etc. All costs are included in the overall budget.

Grants

We are happy to support you to apply for grants such as Disability Living Funds should we not be able to cover all budget costs.

What rents can I expect to pay?

Generally housing benefit will cover the rent. However, in some cases, where there are things considered necessary that are over the budget or there is requirement for things not considered eligible for funding, you may have to pay a weekly contribution to make up any rent short fall.

Furniture and white goods

Once the housing has been completed T.P Properties' Housing Procurement Officers will generally work with you to choose what furniture is needed. A typical furniture package includes a refrigerator, freezer, washing machine, sofa and armchair, dining table and chairs, bed, wardrobe, chest of drawers and bedside table. We do not provide items such as curtains, crockery, cutlery, cooking utensils etc. As with all items they must be considered as part of the agreed budget.

Tenancy agreements

T.P Properties generally deals with assured tenancy agreements between you and the housing provider. Sometimes a short hold assured tenancies may apply in certain circumstances.

What happens if I do not have a care provider or change to another?

If you are not receiving any support directly from a care provider or local authority, you will be asked to enter into a direct agreement with T.P Properties agreeing a length of stay at the property. If you decide to change care provider we can approach the new company to enter into a management agreement.

Pets

T.P Properties has a flexible approach to pets and will work with all partners to find an answer to this question on a case-by-case basis.

A home for life

T.P Properties were asked to find a property solution for a person who had been in hospital for five years. This was a complex project that was strongly led by the future tenant. The Development Team went weekly to meet with the client to decide on the design, build and furnishing of the home. These meetings happened at her hospital bed. This consultation and involvement helped to ensure that her home would meet her current and future needs.

Working closely with the Trust, T.P Properties designed and developed a bespoke open plan bungalow, on a site that the tenant identified. This property was flexible enough to accommodate very specific health needs including being fully wheelchair accessible, with an adapted kitchen and bathing area and ports in each room to allow for medical oxygen supply. In addition, assistive technology was used as fully as was possible. The garden areas were planned to avoid certain potentially harmful plants due to strong tenant allergic reactions.

The tenant said:

“This is honestly one of the highlights of my life. The Development Team were patient and fantastic. After five years of feeling like services had let me down I now feel that I can get on with my life. It was so emotional on the first day I kept pinching myself as I couldn't believe it was real. I will miss the team enormously - so please stay in touch!”

Contact us

T.P Properties' is a quality housing service and values your feedback whether this concerns a comment, complaint or compliment. We believe that together we can improve matters.

All contacts received will be dealt with on a case-by-case basis, but will be managed promptly, reasonably, competently and in a non-discriminatory fashion.

In the event of a complaint ideally we will be able to solve any difficulty quickly and without considering the formal complaints procedure. However, if you feel that your issue has not been adequately resolved and you would like to make a formal complaint, please contact with us.

Feedback is welcomed so please contact us by:



Telephone on 01254 385845



Email at info@tpproperties.co.uk



Or write to us at
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