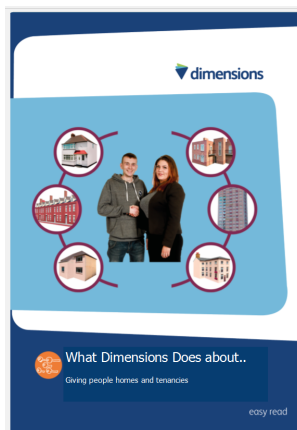




What Dimensions Does about..

Giving people homes and tenancies

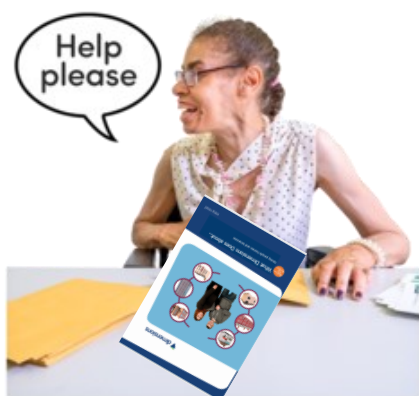


This booklet is all about **What Dimensions Does about giving people homes and tenancies.**

The booklet uses **photo symbols** to help explain what is **important** for you to know.



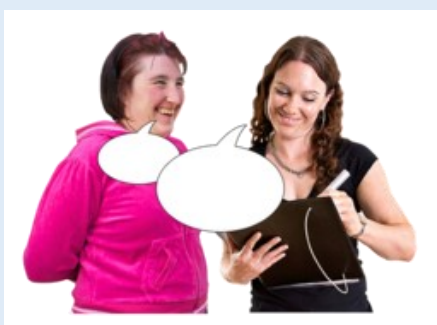
It is designed to tell you **all you need to know** and to give you **information about** what **Dimensions** do for you as a **tenant**.



You might want **to ask your friends, family or support team** to go through this **booklet with you** so that you can **talk about anything** that isn't clear to you.



You will find a lot of **helpful advice and information** to help you be a great tenant.



If you have any questions this booklet should be able to answer them for you - if not then you can **contact your Housing Advisor** and they can explain more.



Before you move in.....

All the people that **Dimensions** gives homes to are introduced to us by **local councils** or the **NHS**.

Everyone we give homes to has either a **learning disability, autism or both**.

Some people also have other **health problems or disabilities**.



When a local council introduces someone to **Dimensions** it is often called a **nomination**.

Nomination - this person needs a home.

Dimensions' housing is **only allowed** to be used for people with a disability or autism.

The **council** sometimes has a right to nominate someone to **Dimensions** to be given a home.



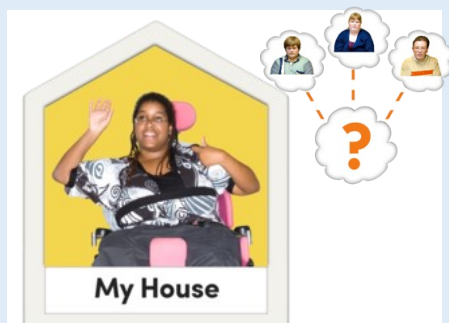
Sometimes the **NHS** nominates someone to **Dimensions**. This can also be called a **referral**.



Dimensions thinks about a new person who is being **nominated** to live in one of its homes. Can we find the right home for them?



We also **think** about the **people who already live** there or **nearby**.



Dimensions thinks about how people will **get along together**.



Dimensions also thinks about **how well** we can **support** the new person.



This means that, sometimes, **Dimensions** will say that a home is **not suitable** for someone.



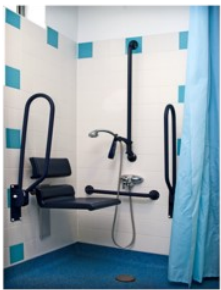
These **decisions are made** by senior managers in **Dimensions** called **Operations Directors**.



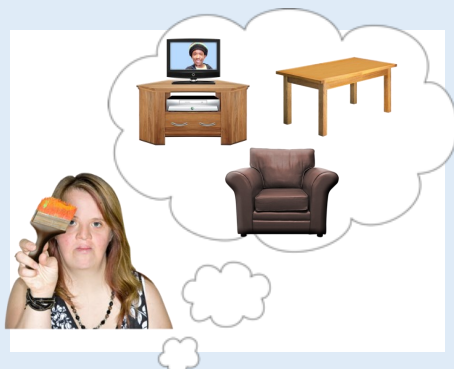
When people are **nominated** to **Dimensions** to live in one of our homes, very **careful assessments** are done to make sure that the person can **live comfortably and safely**.



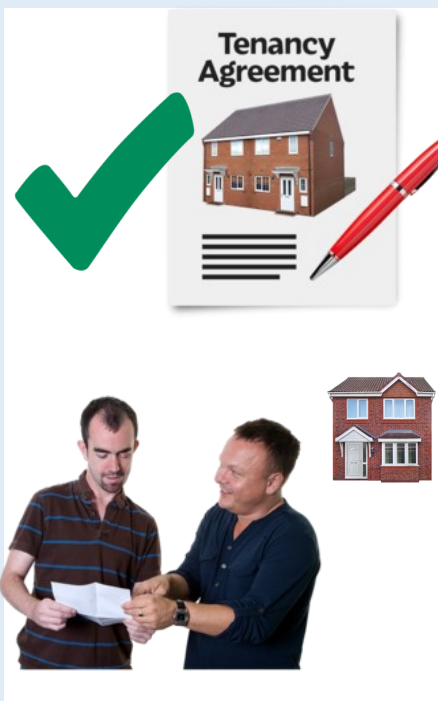
We want people to be **happy in their homes**.



If **special equipment** that people may need has to be installed before the person moves in, **Dimensions** will make **arrangements with you for this to happen**.

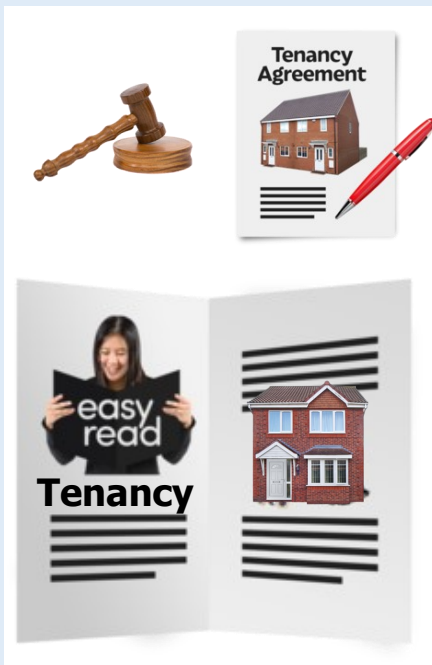


We will **give people choice** about the way that their room decorated and about how their furniture is laid out.



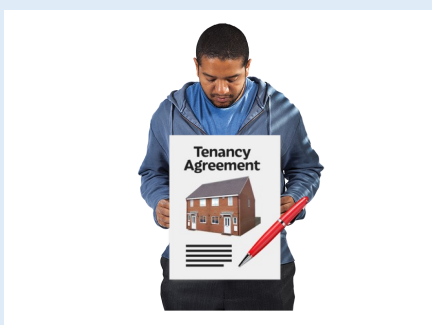
If you are a **tenant of Dimensions**, you will have a **Tenancy Agreement** in most cases, or a **licence agreement** in some cases.

This document gives you **advice and support** to help **manage your home**.



Your **tenancy agreement is a legal document** that explains your rights (what you are entitled to) and responsibilities (what you must do) as a tenant.

There is an **easy read version** of a **tenancy agreement** that is all about **YOU and YOUR rights and responsibilities**.



This next section tells you about the main points in your **tenancy agreement**.

Types of tenancies

Your **tenancy agreement** will be different, depending on the **type of tenancy** you have.

We offer **four types of tenancy**:





Assured Tenancies - The tenant can stay as long as they wish, if they **keep to the rules in the agreement**.

This is the most **secure** form of tenancy and is the type of tenancy that **Dimensions usually gives** to people.

People who have **their own home** will usually have an **Assured Tenancy**.

A room in a shared house with shared living room, kitchen and bathrooms can also have an **Assured Tenancy**.



Assured Shorthold Tenancies - This tenancy is for short stay or **for a fixed time**, like from a private landlord.

Shorthold Tenancies are used when it is a rule of the landlord.

A **six month tenancy** will be given and after the six months ends it will **carry on month by month until it is ended**.



Shorthold Tenancies can also be used to have a **six month trial** to see if the **housing and support is suitable**.

An **Assured Tenancy** will be **issued after six months if everyone agrees** after the trial.



Licences - **Licences** are normally used in **registered care homes** where there is a need to go in and out of people's rooms to provide care and support without the person agreeing.

Good practice is to always ask to go in and **respect the privacy** of the person supported.

Equitable Tenancies

These are for tenants who are **16 or 17** years old who need **social services or a guardian to sign**.

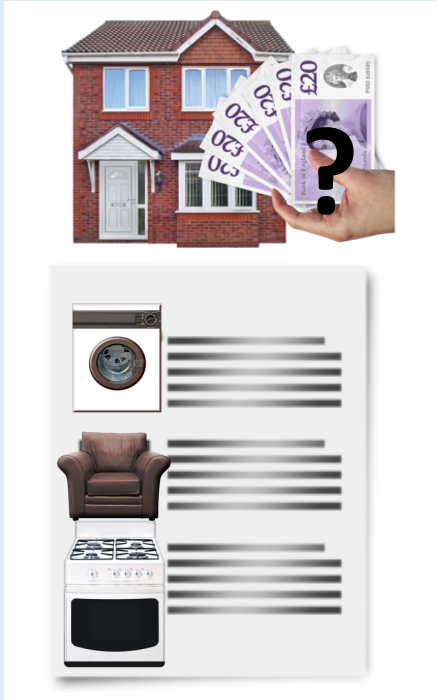
When they are **18** they can **sign the normal tenancy agreement**. This is because in law an under 18 year old cannot have a tenancy.

A **tenancy agreement** will be signed before you move into your home with help from **the Regional Housing Advisor**.

There will be **two copies**: you will **keep one** and **Dimensions** will keep the other.

If you are moving into a home you will also be given a **gas safety certificate** which tells you that the gas system is safe.





You will also be given information about the **rent and service charges** and a note of any **furniture that belongs to Dimensions** that is in your home.



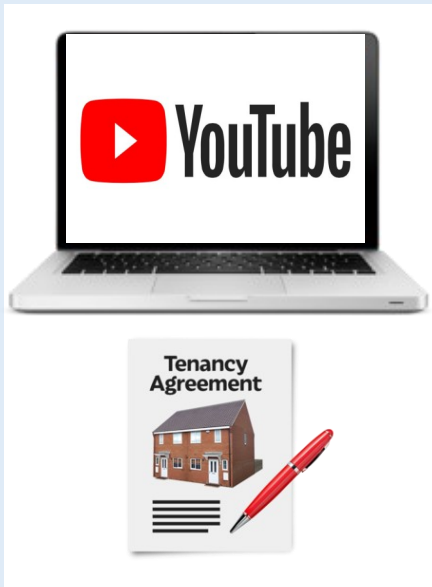
When you sign for your **tenancy** we will have to **inform the Government** about **how the home is being used**.

This is called a **CORE form**, it includes information about you but it **doesn't include your name**.



We will share a **privacy statement** with you to reassure you about how the information is being used.

This is also available in an **easy read version**.



Dimensions has **visual tenancies on YouTube** for use by people who prefer to understand things in that way.

This is **available to all tenants** of Dimensions and was **designed by current tenants** along with the Dimensions **Housing Team**.



If a person **cannot understand** their **Tenancy Agreement** it will not affect the type of tenancy we give to them.



Dimensions will work **with trusted people** called deputies, appointed by a court, to understand and **sign on the person's behalf**.



Where this is the case, a **Best Interests meeting** will be held with the **local authority**.



All of **Dimensions tenancies** are called '**sole**' **tenancies**.

This means that they **belong to one person**.



If you want to have a **joint tenancy with someone**, please **call** your **Regional Housing Advisor**.

We will **consider applications for joint tenancies** from:

- Married couples
- Civil partners (same-sex partners)
- Partners (including same-sex partners)



If 1 of the **joint tenants gives notice to end the tenancy**, it will **end the tenancy for both tenants**.



If you **want or need to move home**, you should talk to your Support Worker first and discuss the reasons why you want to move.

Applying for a transfer

If **your needs change**, you can apply to move to a different house which meets your needs.

This is **called a 'transfer'**. This can be a larger or smaller house.

Sometimes Dimensions is able to **offer people different homes that it owns**.

Your Support **Worker and the Regional Housing Advisor** can also **help you fill in** a 'housing application form' with a council or a housing association.





When you apply to move, we will **visit your home** to check whether you have **kept to your tenancy**.



If you need to **do anything** to your home, **we will tell you**.



We will also **look at your medical and social situation**, and see if living in your house has affected this.



You will be given priority if it has - and **you may go to the top of the list**.



Sometimes **Dimensions** can help two people who want to **swap their homes or rooms** internally within **Dimensions**.



Both people **have to want to do this and it must be the right thing** for both people, and agreed with commissioners.



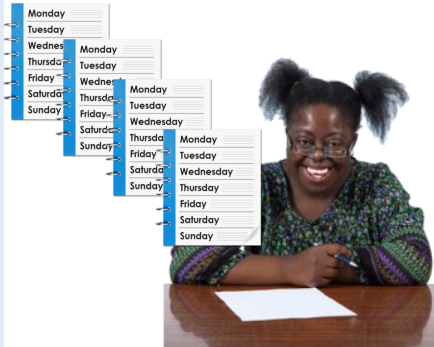
Ending your tenancy

You can **end your tenancy**, and give **your notice** to leave by talking to your **Support Worker or Regional Housing Advisor**.

If you want to **end your tenancy**, you **must write** to us **4 weeks before you plan on leaving**. This is called your notice.

When we get your notice, your **Regional Housing Advisor will visit you**. They will tell you:

- If there are **any repairs** you need to do before you move out.
- How we expect **the room or house to be** before you return the keys.



We hope you will be **happy in your new home with Dimensions**, we are always willing to talk to you about your housing options with us, we want to make sure you chose the right home for you.



Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



Find out more about Dimensions

Website: www.dimensions-uk.org

Phone: 0300 303 9001

Email: enquiries@dimensions-uk.org

Twitter: @DimensionsUK

Facebook: DimensionsUK

Dimensions

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