

## What You Can Expect From a PTIUK Home

Your home at PTIUK is a place for you to feel **safe and comfortable** at all times. This means that you will have your own private space, and will have access to all the things that you would expect to find in a home.

### Facilities – what we provide

We want your home to feel like a real home, with all of the things in your home that you need to be able to cook, clean and live comfortably. Every young person has their own lockable bedroom with a key, and will get their own set of house keys – we have spares of all keys in case they are lost. Each bedroom also has a space for young people to study or rest.

In your home you will have access to a shared kitchen, a shared living space and at least one bathroom. Each home also has a noticeboard with important information, including a full list of everything that should be in the home (called a House inventory).

Have a look at the document **What Will You Find in a PTIUK Home** in the Young Person's Guide to see pictures and for more information about what items and facilities you can expect in one of our homes.

### Your Rights and Responsibilities in Your Home

When you move in to a PTIUK home, your keyworker will spend time showing you around the home and going through your rights and responsibilities in the home. This will include to following:

- Talking about your **right to your own space and privacy**, and explaining the rules about when we may need to come into your bedroom to check that everything is OK – we will usually give you at least 24 hours' notice for this, unless we think that you or someone else is in some danger.
- You will be asked to sign a **License Agreement**, which is the agreement about what you and PTIUK are expected to do while you are living in a PTIUK home. Your keyworker will go through this with you carefully before you sign so that you understand it fully, and we will arrange an interpreter as well if this is needed.
- If you are over 18 and receiving benefits, you will also be asked to pay a **Service Charge**. This is a small weekly amount of money that goes towards the cost of electricity; gas; water, TV licence and internet in your house. These are bills that are not paid for by housing benefit. When you leave Pathways and live independently in your own house you will need to pay for these bills from your own money to the different companies that supply them. All supported housing providers charge residents a service charge
- Your keyworker will help you to understand the **House Rules** that every young person agrees to follow when living in a PTIUK home.
- They will also spend time with you on your own and in a group with your housemates to talk about **how to manage shared living**

- We will also go through what we will do if there is a problem in the house, including our **Warning and Evictions Procedure** if a young person chooses not to follow the rules or creates problems for other people living in the house or nearby.

### **Problems in Your Home**

If you feel unsafe for any reason in your home, we operate a **24-hour Duty service** that you can contact by telephone at any time, day or night. Details of who you can call and when are on the noticeboard in your home, and there is a landline phone that you can use to call Duty. More details about Duty are also in the document “What We Do To Keep You Safe” in the Young Person’s Guide.

If you have a problem that is not urgent and is not making you feel unsafe, PTIUK has a **team of maintenance staff** who can come to your home during working hours to carry out repairs and improvements so that your home stays in good working order. We also carry out both weekly house checks and more detailed monthly checks to make sure that everything is safe and working well, and if you see anything in the home that needs attention then you can let us know at any time. You and your housemates are responsible for the normal daily cleaning of your home, but we will also do regular deep cleaning of the more difficult items.

### **Our Policies**

We have policy documents that explain what we do and why in detail. Below is a list of policies that give more detail about what we will do to make sure that your home is safe and comfortable. If you find the policies difficult to understand, talk to your keyworker who can work with you to understand this fully.

Health and Safety Policy

Relationship and Placement (Behaviour Management) Policy

Bedroom Check Policy

Many of our policies are available on the PTIUK website (link below), or you can ask us for them:

<https://www.pathwaystoindependence.org.uk/policies>