



ONE CIC

Housing & Support

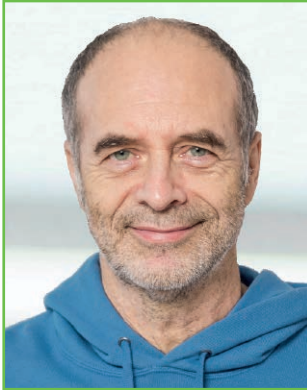


We Are All One

Housing & Support Guide



"COME AND LIVE WITH US, COME AND THRIVE WITH US"



WHY ONE CIC?

Because We Are All One and we believe that people have more similarities than differences. Everyone has the right to a safe affordable place to stay which they can call home and access to the right personalised support at the right time. Working to your strengths, we are there through challenging times to enable you to thrive in your local community.

ABOUT US

We are a new dynamic and innovative Community Interest Company (CIC) working across the UK, which has been developed in response to the COVID pandemic crisis. We aim to house 1200 people in the next 12 months and 2500 in the next 2 years!





"COME AND LIVE WITH US, COME AND THRIVE WITH US"

OUR VALUES & GUIDING PRINCIPLES?

- | | | |
|--------------------|---|---|
| Compassion | - | We put people at the heart of our service |
| Empowerment | - | We enable people to thrive |
| Honesty | - | We are open and transparent |
| Innovation | - | We are creative and impact focused |

OUR PROPERTIES

Actions speak louder than words!- see the standard of our refurbished properties: Depending on the area, we are offering shared houses and some self-contained accommodation.

OUR LOCATIONS

We operate across the UK - Visit: www.onecic.uk/locations for full details of the areas that we are currently operating in and our property availability.





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WHO CAN APPLY?

Are you homeless or at risk of homelessness or living in unsuitable accommodation?

Is there something you need support with to enable you to keep your tenancy and lead the life you want? It may be to do with:

- Finances
- Mental health
- Life skills
- Addictions
- Participating in the community



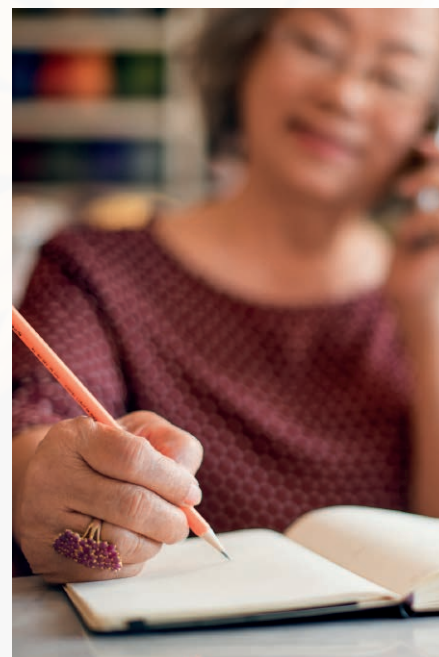
Download an application form at: www.onecic.uk or phone us on 0800 652 9662 and we'll send you one. Alternatively, if you need it in another format call us to discuss your requirements.

WHAT HAPPENS WHEN YOU APPLY?

A Housing Support Officer (HSO) will look at your application form and decide whether our service could fit your needs. If they think it could and we have a property available, then we will invite you for an appointment which may be held face to face, over the phone or via a video call.

You will be asked a number of questions to check that the accommodation and support is suitable for you and you will have an opportunity to ask us questions too.

We may ask if it's ok to speak to the landlord where you live now. You can bring someone with you, maybe someone from where you are staying now.





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IF ONE CIC IS RIGHT FOR YOU?

If we think we are right for you and you do too, you will be allocated a property and invited to a viewing. Once you have accepted the property, a named Housing Support Officer (HSO) will arrange a move in date with you. It may be that because of circumstances you may be placed onto a waiting list, but we try to keep waiting time short.



IF ONE CIC IS NOT RIGHT FOR YOU?

If we are not able to offer you the right property or support for you, we will tell you over the phone and by email with honest reasons why. It may be that we can consider you in future. If you don't agree with our decision you can appeal to the Housing Support Manager.

WHAT SUPPORT CAN YOU EXPECT?

You will be allocated a property and a named Housing Support Officer (HSO) who will initially meet you at the property to introduce themselves, get to know you and go through any practicalities about your new home. They will work with you to set up your tenancy, access any benefits you are entitled to and tap into any specialist support services you may want. They will explain your rights and responsibilities and what you service can expect from us.

They will work with you throughout your tenancy at OneCIC, meeting you at least once every week to support you to manage and keep your tenancy. This is called Intensive housing management. HSO's will do a weekly health and safety check on your room and home to check it is safe. They will go through areas of support that you may want to work on to help you keep safe and content in your home.

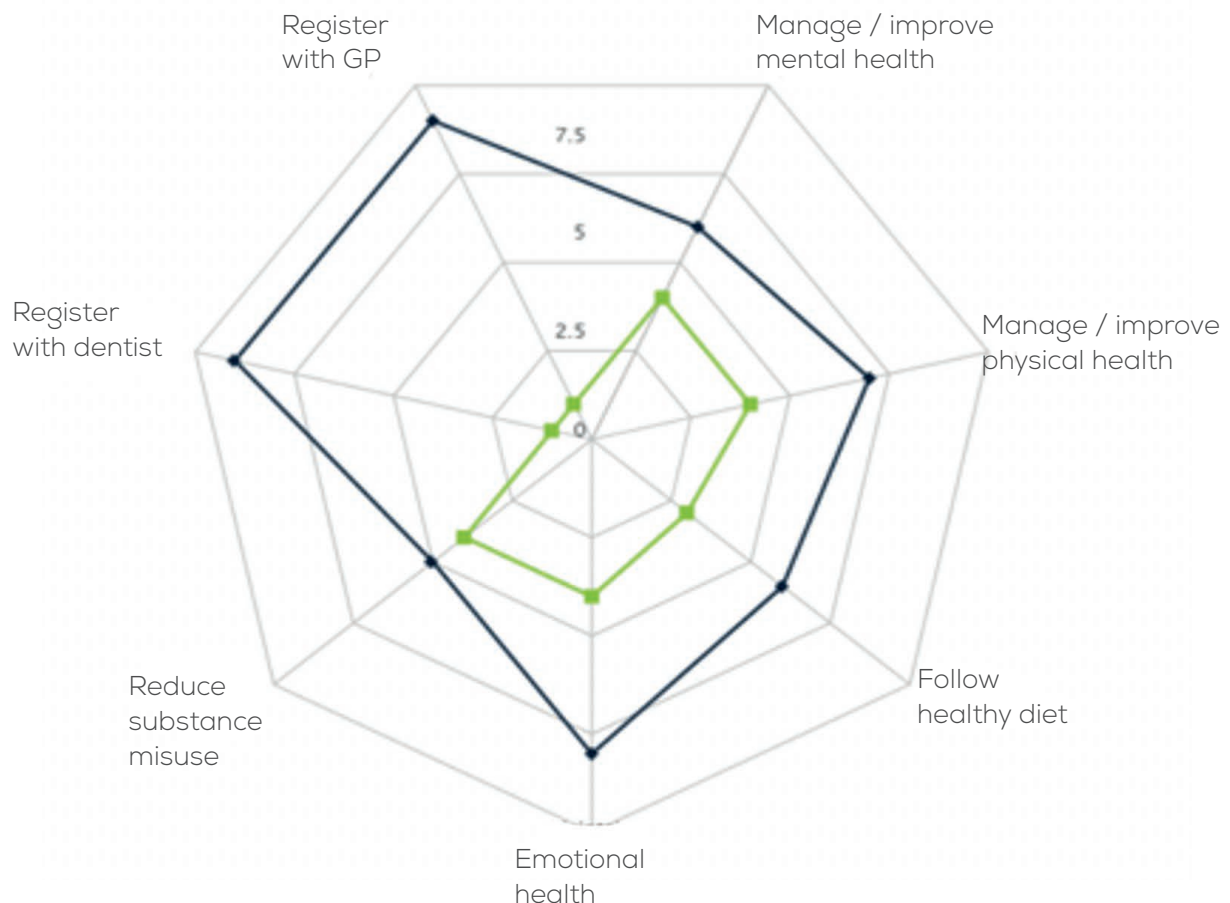


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SUPPORT WORK

Your HSO will complete an assessment to make sure you are getting the targeted support you want. We will also talk to you about how to keep you and those around you safe. We would also like to identify any triggers we should be aware of, and that you want us to know about.

These details are recorded in a safety plan. Your HSO will go through some areas where you may need support and will record goals and outcomes which will be captured on our computer system via a support plan and you will be able to see your progress, if you want to, in a diagram like this:



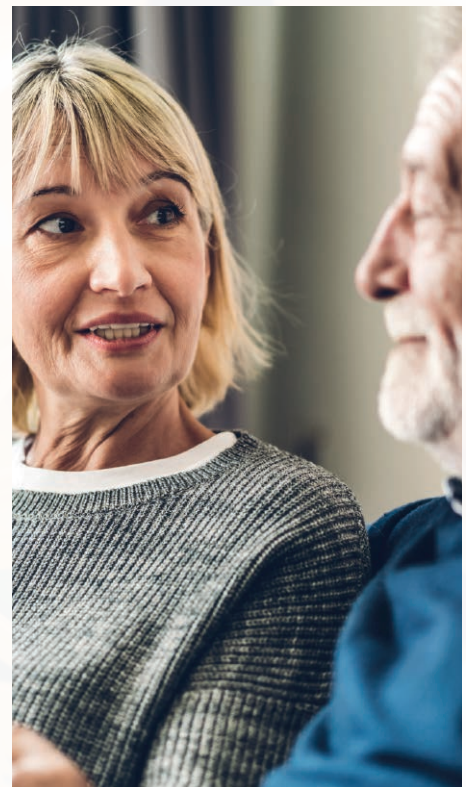


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COACHING - "BE WHO YOU WANT TO BE! DO WHAT YOU WANT TO DO!"

In addition to this support, depending on where you live, you may be offered the opportunity to work with a coach who is entirely led by you and your dreams and wishes. Based on what you like doing and what you are good at, they can enable you to access local activities and opportunities and help you achieve the things that you want to do.

For instance, you may want to start a training course, join a singing group, work on a farm or just get a bit healthier. A coach will work with you to find local opportunities where you live, so you can meet people and create your own social life too.



LICENCE AGREEMENTS

You will be asked to read and sign a licence agreement. This gives you the right to stay in our property by law. It is quite a long document telling you what your rights and responsibilities are and what service and support you can expect from us. Make sure you've read it, or someone has explained it to you before you sign it. If you break the rules or don't pay the rent, you may be asked to leave. If it is serious you may be asked to leave quickly or through a court process. We will do everything we can to avoid this and we hope you do too.

NB: Pets - If you wish to have a pet living with you, please make a request to your Housing Support Officer. They will make a decision based on the accommodation, the current occupants and the type of animal in question.



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TELL US WHAT YOU THINK?

We want to listen to you and understand what you need. We want to create homes that you want to live in and provide support that actually helps you. If it falls short, keep telling us so we can do it better.

Comments:

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Alternatively - you can:

Call us on FREEPHONE 0800 652 9662

Email us - info@onecic.uk



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