



**THE STOLL
FOUNDATION**

TENANT'S HANDBOOK



**WELCOME
TO YOUR
NEW HOME**

stoll.org.uk

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WELCOME

Dear Tenant,

On behalf of everyone at The Stoll Foundation, we would like to extend a sincere and warm welcome to you. We hope you thoroughly enjoy living in your new home. We are dedicated to providing affordable, high-quality housing and support services, so vulnerable veterans can lead fulfilling, independent lives.

This handbook should provide you with all the information you need throughout your tenancy with us. You will find details about your new home, your rights and responsibilities, how we can help you, as well as important contact information.

If you have any questions that are not answered here, please contact us and we will be happy to help. Call our switchboard on **020 7385 2110** or email **info@stoll.org.uk**.

We will arrange to visit you in your first year to see how you are settling in, and we look forward to meeting you. Once again, welcome to your new home!

Warm regards,

The Stoll Foundation Team

TENANT INVOLVEMENT AND ENGAGEMENT

We invite you to get involved in the running of services and decision-making if you wish. We also hold regular tenant meetings where you can learn more, and further information is available at your site.

Please ask your **Supported Housing** or **Housing Officer** for more details.





USEFUL INFORMATION

Here is a list of contact details for the various people at The Stoll Foundation who can help you.



Housing Officer / Supported Housing Officer:

Name: _____

Phone: _____

Email: _____

Support Officer:

Name: _____

Phone: _____

Email: _____

Repairs Team:

Phone: _____

Email: _____

Switchboard:

Phone: _____

Email: _____

Emergency Out-of-Hours Repairs:

Phone: _____

Email: _____

Heating and Hot Water:

Phone: _____

Email: _____

Fire Evacuation:

Gas Meter Reading:

Electric Meter Reading:

Water Meter Reading:

Stopcock Location:



MOVING-IN CHECKLIST

When you move into a new home, there is a lot to remember. Here is a handy checklist of people to contact and tasks to complete to help make your move as smooth as possible.



Things to remember	What you need to do	Tick once done
Welfare benefits	Call the number provided on your most recent benefits letter and tell them your new address and how much rent you will be paying. If you are not sure what benefits you are entitled to, we can help. Call our switchboard on 020 7385 2110 or email us at info@stoll.org.uk and we will point you in the right direction.	
Gas and electricity	Take your meter readings and tell your chosen gas and electricity suppliers that you have moved home.	
Water supply	Tell the supplier when you moved in. If your home is in London, you will need to contact Thames Water: Phone: 0800 980 8800 Visit: www.thameswater.co.uk If you are at our Aldershot site, please contact South East Water: Phone number: 03330 000 001 Visit: www.southeastwater.co.uk	
Mail redirection	Do you need to get your mail redirected from your previous address? Contact your local post office or Royal Mail. Or visit: www.royalmail.com	

Things to remember	What you need to do	Tick once done
TV licence	Contact TV Licensing UK to provide your new address. Visit: www.tvlicensing.co.uk	
Council tax	Contact your local council to give them your new address. If you live in Aldershot, contact Rushmoor Borough Council. Visit: www.rushmoor.gov.uk/council-tax If you are at Fulham, contact the London Borough of Hammersmith & Fulham. Visit: www.lbhf.gov.uk/council-tax If you live in Chiswick or Hounslow, contact the London Borough of Hounslow. Visit: www.hounslow.gov.uk/info/20018/council_tax_and_benefits If you are in East Acton, contact Ealing Council. Visit: www.ealing.gov.uk/info/201097/council_tax	
Contents insurance	Have you taken out contents insurance to protect your belongings?	

REMEMBER

that from the start of your tenancy, you are responsible for organising and paying all your charges.



PAYING YOUR RENT



Rent and other charges are due every Monday. If you prefer to pay fortnightly or monthly, just make sure you are paying in advance.

It is important to keep up with your payments to avoid falling behind, as this could put your tenancy at risk. If you would like to check your rent balance at any time, feel free to contact your Housing Officer for a statement. We usually review the rent amount at the start of each year, and any changes take effect in April. If your rent is going to change, we will give you at least four weeks' notice.

How to pay your rent

Direct Debit

Direct Debit is the easiest way to pay your rent. Once a Direct Debit is set up, payments are taken automatically from your bank account each month, so you don't need to worry about missing one. If your rent changes, we'll adjust the amount and let both you and your bank know.

Standing order

With a standing order, you can choose to pay weekly, fortnightly or monthly, and your bank will automatically make the payments for you.

You will need to tell your bank how much to pay and how often. If your rent changes, do not forget to contact your bank and update the amount being paid.

To set up a standing order, contact your Housing Officer, who will send you the information you need.

Pay by phone

You can also make a payment over the phone by calling

020 7385 2110

This is an automated service for debit or credit card payments. You will need a touch-tone phone, and calls are charged at the local rate.

Please note: We do not accept cash payments in person.

Rent arrears

If you are having trouble paying your rent, please speak to your Housing Officer as soon as you can. They may be able to help you in several ways.

For instance, you might be eligible for benefits that you are not currently getting.

Or they could help you set up a plan to repay your arrears in manageable instalments over time.





HELP WITH HOUSING COSTS



If you are on a low income, you might be able to get help with your housing costs through Universal Credit or the Housing Benefit scheme.

These benefits are means-tested, which means your income, and any money earned by your partner or other people in your household, will be considered.

If you would like to check your rent and service charge costs at any time, please call **020 7385 2110** or email us at **housing@stoll.org.uk**.

Universal Credit

Universal Credit is a means-tested benefit for people of working age, managed by the Department for Work and Pensions (DWP).

It replaces the following benefits and tax credits:

- **Income-based Jobseeker's Allowance (JSA)**
- **Income-related Employment and Support Allowance (ESA)**
- **Income Support**
- **Child Tax Credit**
- **Working Tax Credit**
- **Housing Benefit**

If you want to make a new claim for one of these benefits, you will need to apply for Universal Credit. You can apply online.

If you are eligible for Universal Credit, you can get an extra amount to pay towards your housing costs. This is paid monthly in arrears. It usually goes direct to you as the tenant, although you can ask the DWP to pay it directly to us if that makes things easier for you.

Please note that Housing Benefit and the housing element of Universal Credit do not cover water, heating or hot water charges, or the cost of any garages, sheds, or parking spaces. It is important to remember that you are responsible for paying any rent and other charges not covered by these benefits.

For more information about Universal Credit and to apply, please visit **www.gov.uk/universal-credit**.

Exceptions to applying for Universal Credit

There are some cases where you will not need to apply for Universal Credit.

If you qualify for the Severe Disability Premium within your current benefits, you will continue claiming those benefits instead of switching to Universal Credit for now.

There is also no change for single pensioners or couples where both partners have reached state pension age, as Universal Credit is only for working-age people.

However, since May 2019, if you are part of a couple where one person is of state pension age and the other is of working age, you will need to stop claiming your current benefits and apply for Universal Credit.

If you need any help making a claim, please call us on

020 7385 2110

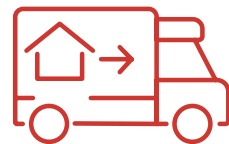
or email

info@stoll.org.uk





ENDING A TENANCY



If you want to end your tenancy

You will need to:

- Provide us with four weeks' notice in a signed letter
- Allow us to inspect your property before your tenancy ends. We will let you know if any repairs or reinstatements are needed before you move out
- Repair any damage you are responsible for. Please note that if we must carry out any repairs that are your responsibility, you will be charged for the cost of those repairs
- Remove all your belongings from the property and the garden, including any sheds, greenhouses, or ponds (and make sure any fish are rehomed). You will also need to remove any rubbish
- Ensure your rent account is up to date
- Tell the Council Tax office and Housing Benefit/Universal Credit office about your move
- Arrange to return all the keys and sign a disclaimer confirming you have vacated the property



When The Stoll Foundation may end a tenancy

There are certain situations in which we may terminate a tenancy, for example when a tenant:

- Does not pay their rent
- Breaches the conditions of their tenancy
- Causes damage to the property
- Is involved in anti-social behaviour
- Is not living in the home
- Or if the tenant passes away

If we need to end a tenancy, we will serve a **Notice to Quit (NTQ)** or a **Notice of Seeking Possession (NOSP)**.

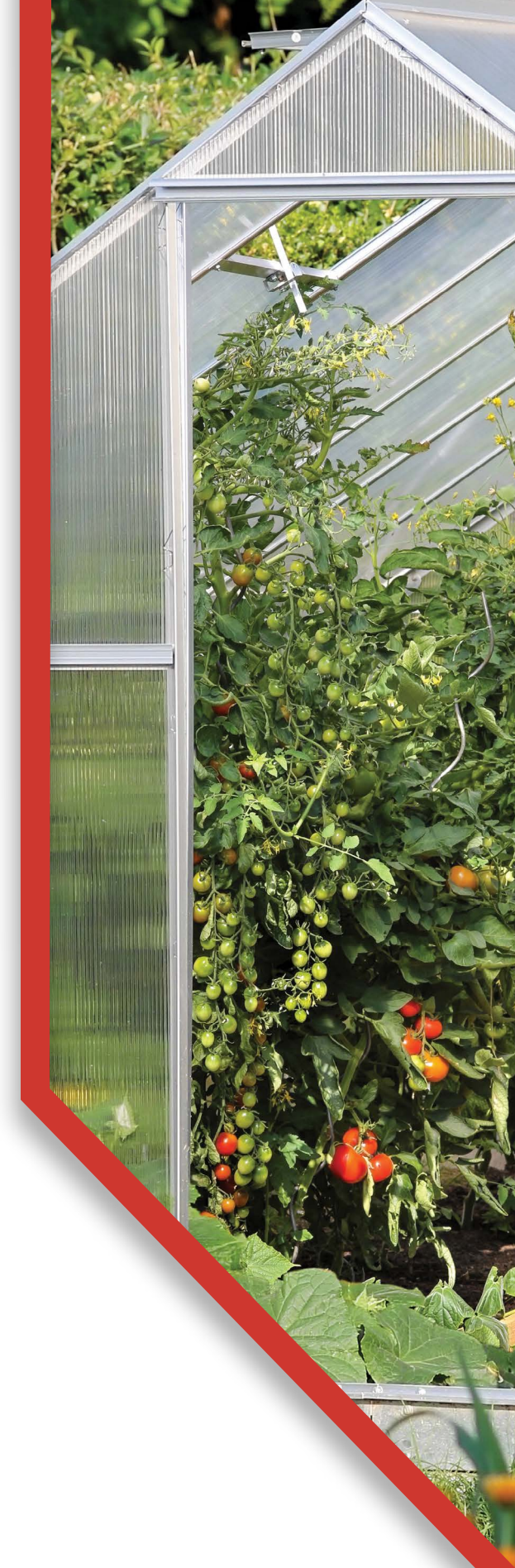
If you receive one of these notices, please contact your Housing Officer straightaway.

If you need any help
please call us on

020 7385 2110

or email

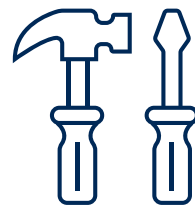
housing@stoll.org.uk





REPAIRS

The Stoll Foundation is responsible for maintaining the structure of our buildings, but as a tenant you have responsibility for certain repairs and maintenance too.



The Stoll Foundation's responsibilities

Inside your home we are responsible for:

- **Gas and electrical systems:**
The heating and hot water systems, and any plumbing installed by us
- **Pest control:**
In communal areas
- **Structural repairs:**
Including walls, floors, ceilings and stairs
- **Hard-wired safety detectors:**
Installation and testing
- **Water and roof leaks:**
Repairing leaks
- **Electrical fixtures:**
Maintaining electrical sockets, wiring and sealed light fittings
(please note that tenants are responsible for replacing light bulbs)

Outside your home we are responsible for:

- **Exterior maintenance:**
Ensuring the property is weatherproof, secure and safe
- **Gutters and drains:**
Maintaining and clearing the external drainage systems
- **Communal areas and gardens:**
Repairs to communal gardens, paving and outdoor steps
- **Tree maintenance:**
Removing dangerous or diseased trees in communal areas after assessment



Your responsibilities

Inside your home you are responsible for:

- **General maintenance:**
Ensuring your home is clean, in good condition and properly ventilated
- **Minor repairs:**
Includes replacing light bulbs, taps and toilet seats, filling holes, and mending door handles
- **Repairing any damage:**
You must repair or replace any damaged items or appliances, for example broken glass, internal doors or lost keys
- **Condensation and mould:**
Managing condensation and mould caused by poor ventilation or heating

Outside your home you are responsible for:

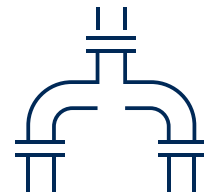
- **Garden maintenance:**
Pruning and tidying, and maintaining fences between properties
- **Repairs to private areas:**
Including pathways and minor repairs to your own garden

We recommend you take out contents insurance





REPAIRS



DIY and improvements

Permission required:

Please note that any changes to your home, including drilling holes or structural alterations, must be approved by The Stoll Foundation in advance.

Reporting and emergencies

Repairs:

Should be reported promptly to repairs@stoll.org.uk or via telephone **020 7385 2110**.

Criminal damage:

Should be reported to the police. You will need a crime reference number for repairs related to vandalism.

Emergencies:

In an emergency (for example due to flooding, a gas leak or a fire), The Stoll Foundation aims to make repairs within 4 hours.



Urgent repairs

The Stoll Foundation aims to fix urgent repairs within 24 hours. These repairs fall under **Category 1** and include things like:

- Leaking toilets, pipes or drains
- Leaking roof
- Broken lift (if it is the only lift)
- Faulty lighting in communal stairways or corridors (if it is dangerous)
- Failure of warden alarm or call system
- Making your property secure (for example after a break-in or if doors are not working)
- Broken windows (to ensure safety)
- Loss of heating or hot water (between 1st October and 30th April or for vulnerable residents)
- Broken smoke detector (if it is not just a battery issue)
- Faulty front or back doors
- Single light or socket not working

Routine repairs

These are repairs that help with comfort and convenience. The Stoll Foundation aims to get these done within **20 working days**, though this can depend on materials and availability.



REPAIRS



Working together

We will keep you informed about the timescales for repairs. And we will prioritise issues and try to resolve problems as quickly as possible for tenants who need extra support.

When we need to come to your home, it is important that you are there. If not, there might be a charge for a missed appointment.

- **£100** for a missed appointment with a gas contractor or other service provider
- **£30** if our Property Services Team comes at an agreed upon time and no one is there
- If The Stoll Foundation misses an appointment, we will pay you **£30**



Repairs not covered in your tenancy agreement

Some things are not covered by The Stoll Foundation, and you may want to take out insurance for these.

These include:

- **Appliances** like washing machines and tumble dryers
- **Broken windows** caused by misuse
- **Interior decoration** and painting
- **Replacing small items** like taps, toilet seats and light bulbs (except in communal areas)
- **Pest infestations** (like rats or mice). If pests become a problem across multiple homes, The Stoll Foundation will assess it, but in the meantime, avoid feeding local wildlife (like birds or squirrels) to prevent attracting pests

If you are unsure whether something is covered or need to arrange a repair, please contact The Stoll Foundation's Property Services Team by emailing

repairs@stoll.org.uk

or telephone switchboard on

020 7385 2110

We are here to help and will keep you updated along the way.





ANTI-SOCIAL BEHAVIOUR



Respecting your tenancy and community

When you signed your tenancy, you agreed that you, members of your household, visitors and guests would behave responsibly and be considerate towards other tenants and residents in the area.

If you or anyone connected to your household causes a nuisance, is antisocial or engages in criminal activity, we will need to take action.

Unacceptable behaviour includes:

- Harassment or nuisance towards other residents
- Drug dealing
- Dumping rubbish
- Shouting, swearing or making offensive gestures
- Creating excessive noise
- Misusing parking areas
- Allowing pets to cause a nuisance
- Criminal activity in the The Stoll Foundation community
- Domestic abuse
- Abuse towards staff or contractors
- Any other behaviour that causes or could cause a nuisance or annoyance

If you are experiencing any of these issues, please report them to your Housing Officer. We will work with you and other agencies if necessary to resolve the situation.

For immediate concerns, especially in emergencies, you should also contact the police by dialling **101**. Call **999** in urgent situations.

After you report an issue to us, we will give you an Anti-Social Behaviour (ASB) Journal so you can record incidents of anti-social behaviour affecting you or your household. While solutions may not always be immediate, rest assured that we have a process for managing these situations.

If we have any safeguarding concerns, involving either adults or children, we will need to report them to the local authority and, if necessary, the police.

Some of the steps we might take include:

- Warning letter
- Acceptable Behaviour Contracts (ABCs)
- Antisocial Behaviour Injunctions
- Notices of Seeking Possession
- Possession action to evict tenants
- Closure orders
- Community Protection Notices (CPNs)

Each case is unique, and in some situations, we may look for supportive solutions rather than enforcement.

If you need more information or assistance, please do not hesitate to contact your Housing Officer.





SUPPORT SERVICES



To help tenants live full, independent lives, we offer a range of Support and Health & Wellbeing services. This includes making connections to your local community and links with the Veterans Mental Health and Wellbeing Service, which is part of the NHS Op COURAGE service for veterans.

One of our Support Officers or a Supported Housing Officer will work with you to complete a Risk Assessment. This helps us identify any issues affecting your welfare and means we can offer you the right support. We will update this yearly or when there is a change in your circumstances, so we can help you in the best way possible.

Support Assistance

You might need help understanding a letter or some advice on getting benefits. You may want help with a welfare issue or a money matter. Or you might need some assistance with a physical or mental health issue.

If this is the case at any point during your tenancy, you can book an appointment to speak to a member of the Support team – this may be a Support Officer or a Supported Housing Officer.

Our Support Officers and Supported Housing Officers can guide you, and in some cases can refer you to other services. We have strong connections with other organisations that support veterans.

Please contact the Support Team or Supported Housing Officer on site.

Support Planning

Our Support Team can help you maintain or improve your independence. This will include supporting you to consider your housing options for when you move on from your The Stoll Foundation property.

If you need support, you may be given a named Keyworker. Not everyone has a named Keyworker, but everyone is entitled to ask for support on a particular issue and we will always do our best to help.

If you have a Keyworker, they will work with you to create a tailored Support Plan, with actions to achieve your goals.



Plans can cover:

- Advice for managing your home and finances
- Guidance with finding employment and sourcing skills training
- Maintaining social networks, including family, friends and community groups
- Providing information on new interests and activities
- Assisting with maintaining links with mental health teams and allied health services, for continuity of support
- Regular support sessions to identify changing needs, and the type of support that is required
- Assistance with sourcing support and guidance on a range of legal issues

Together, we will agree how long we will work with you on your Support Plan. It will not be forever, as the aim is for you to live independently.

If your goals change and you need a new Support Plan in the future, please speak to a member of the Support Team.

Health & Wellbeing: Community Connections

As well as our support services, we also offer a range of activities to improve tenants' health and wellbeing.

They are different at each site, but include things like coffee mornings, art, walking groups and community gardening. There are also events and groups in the community, and one-off trips and outings for tenants.

The Stoll Foundation organises key events throughout the year to celebrate and honour important milestones and memories. To find out what is available, please check the noticeboards at your site.

For some activities, there is a charge, but this is only to cover costs.



COMPLAINTS AND COMPLIMENTS



Your feedback helps us improve and ensure we are delivering the best service possible.

Compliments

We are always delighted to hear positive feedback about our services and our team. It helps us maintain high standards and continue to improve the care we provide.

If you would like to make a comment or suggestion, please email: info@stoll.org.uk.

Complaints

We aim to always provide a high-quality service, but we understand that things can sometimes go wrong. If that happens, we want to hear from you so we can address the issue and make things better. Often, simply talking to one of our staff members can resolve the problem.

Our complaints procedure

If you have issues that need resolving, please contact your Housing or Support Officer. Alternatively, you can call us on **020 7385 2110** or email info@stoll.org.uk.



What happens next?

Stage 1

If we have not resolved your issue to your satisfaction and you would like to file a formal complaint, please contact a member of staff who will log your complaint with the relevant team. Your complaint will be reviewed, and we aim to respond within 10 working days. If we need a bit more time, we will keep you informed.

Stage 2

If you have received a formal Stage 1 response and you are not satisfied with that outcome, you can escalate your complaint to Stage 2. When doing so, please let us know why you are unhappy with the Stage 1 response and what you are hoping for from the review. We aim to get back to you within 20 working days, but if we need more time, we will keep you updated. Your complaint will be carefully reviewed by management, and we will do our best to resolve it promptly.

A copy of our Complaints Policy and Procedure is available from our offices or on our website:

www.stoll.org.uk/housing/for-residents/comments-complaints/

For further support you may also raise your complaint with the Housing Ombudsman:

Email: info@housing-ombudsman.org.uk

Telephone: **0300 111 3000**

Visit: www.housing-ombudsman.org.uk

Write to: **Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET**







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Charity number: 207939

Company registered number: 148636

Homes England number: A3418

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