ST ANNE'S
COMMUNITY SERVICES









A LIFE WITHOUT LIMITS



TENANT HANDBOOK



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WELCOME TO YOUR ST ANNE'S HOME

👋 Welcome,

Welcome to St Anne's. We're really pleased to have you as part of our community.

This handbook is designed to help you understand your home, your tenancy, and the support available to you. Keep it somewhere handy – you'll find lots of useful information inside.

You don't need to read it all at once. You can dip into different sections when you need them. And if anything isn't clear, a member of staff will be happy to talk things through with you.



I hope your new home quickly starts to feel like yours. Moving house can take time, and it's okay to settle in at your own pace. We're glad you're here, and we wish you all the best.

Yours sincerely,

Azra Kirkby
Chief Executive

ABOUT ST ANNE'S

St Anne's is a charitable housing and support provider. We work with people to provide homes, support independence, and help individuals build positive futures. Our aim is to build safe, secure homes and supportive communities where you can thrive.

WE ARE COMMITTED TO:

- Treating everyone with respect and dignity
- Providing safe, good-quality homes
- Offering support when you need it
- Listening to your views and feedback

GETTING HELP AND SUPPORT

Remember, your Support Worker and the Housing Team are here to help you. If you are worried or need support, you can always ask for help and you will be listened to.

If you need support contact :

Telephone: 0300 102 5151
Email: info@st-annes.org.uk



CLIENT INVOLVEMENT & HAVING YOUR SAY

Your voice matters at St Anne's. We believe residents should be involved in shaping the services they use.

YOU CAN GET INVOLVED BY



- Giving feedback through surveys and reviews
- Taking part in meetings and consultations
- Speaking directly with staff about ideas or concerns

TENANT FORUM



We have an Our Tenant Forum, which gives residents a chance to:

- Share experiences and raise issues
- Help influence policies and service improvements
- Work with staff to make changes that matter

Everyone is welcome to join. Ask your Housing Officer or Support Worker for details.

OUR BOARD OF TRUSTEES

St Anne's is overseen by a Board of Trustees. They are responsible for:

- Setting the organisation's vision and strategy
- Making sure St Anne's is well-governed and financially sound
- Ensuring services are safe, fair, and effective

Trustees are not involved in day-to-day management but provide independent oversight and accountability.

YOUR TENANCY AGREEMENT

Your tenancy agreement is a legal document that explains:

- Your rights and responsibilities
- Our responsibilities as your landlord
- The rules around living in your home

Please read it carefully and keep it safe. If you don't understand something, staff can explain it.

YOUR RESPONSIBILITIES - YOU AGREE TO



✓ Pay your rent on time
✓ Look after your home and keep it clean
✓ Report repairs as soon as possible
✓ Allow access for inspections, repairs and safety checks
✓ Be respectful to neighbours, visitors and staff
✓ Not cause nuisance or anti-social behaviour

OUR RESPONSIBILITIES - WE WILL



✓ Keep your home safe and in good repair
✓ Carry out gas, electrical and fire safety checks
✓ Treat you fairly and without discrimination
✓ Respond to concerns, repairs and complaints appropriately

ENDING YOUR TENANCY

If you decide you want to move out, please let us know as soon as possible.
In most cases, you will need to:

- Give one month's notice in writing
- Pay your rent during your notice period
- Leave your home clean and return all keys

Your Support Worker can help you plan your move and make sure you get the right support.

RENT & MONEY MATTERS

PAYING YOUR RENT



Rent must be paid in advance. You will be advised:

- How much your rent is
- When it is due
- Ways to pay (for example: direct debit or online payment)

If you are struggling to pay your rent, please tell us as soon as possible. Early help can prevent problems.

SUPPORT WITH MONEY - WE CAN SUPPORT YOU WITH



- Budgeting advice
- Universal Credit and benefits support
- Referrals to specialist money advice services

BILLS, COUNCIL TAX AND EVERYDAY COSTS



Depending on your home, you may need to pay for things like:

- Gas and electricity
- Water
- Council Tax
- A TV licence

Your Support Worker can explain what applies to your home and help you with budgeting, benefits or setting up payments if needed.

YOUR BELONGINGS AND INSURANCE



We insure the building and shared areas, but not your personal belongings. You may wish to take out contents insurance to cover your own belongings in case of things like fire, theft or flooding.

Your Support Worker can help signpost you if you'd like advice about this.

REPAIRS & MAINTENANCE

REPORTING A REPAIR



Please report repairs as soon as possible. Tell us:

- What the problem is
- How urgent it is
- The best times for us to visit

REPAIR PRIORITIES



Emergency repairs
For example, no heating, gas leak, serious flood - dealt with urgently

Urgent repairs
For example, broken door or partial heating - within a short timeframe

Routine repairs
For example, minor faults - planned and scheduled

MAINTENANCE & EMERGENCY CONTACT NUMBERS



If something needs fixing, please let us know as soon as possible. We can only help once a repair has been reported.

You can report repairs by:

- Telephone: 0300 102 7342 (freephone)
- Email: propertyservices@st-annes.org.uk

You will have an out-of-hours emergency number for serious problems when offices are closed.

📌 **Only use the emergency number for genuine emergencies, such as serious leaks, fire risk, or total loss of heating.**

HEALTH & SAFETY IN YOUR HOME

FIRE SAFETY



- Keep all exits clear at all times
- Never wedge fire doors open
- Test smoke alarms regularly
- Do not overload plug sockets

GAS & ELECTRICAL SAFETY



- Annual gas safety checks are a legal requirement
- Electrical safety checks are carried out regularly
- Report any concerns immediately

BEING A GOOD NEIGHBOUR

WE WANT EVERYONE TO FEEL SAFE AND RESPECTED



Please:

- Keep noise to a reasonable level
- Respect shared areas
- Dispose of rubbish properly
- Treat neighbours, visitors and staff with respect

Anti-social behaviour is taken seriously and action may be taken if problems continue.

PETS

PETS MAY BE ALLOWED WITH PERMISSION

Before getting a pet:

- Speak to your Housing Officer
- Get written approval
- Make sure your pet does not cause nuisance or damage

COMPLAINTS, COMPLIMENTS & CONCERNS

COMPLIMENTS

We love to hear what we're doing well. Please let us know when you've had a positive experience.

COMPLAINTS

If something goes wrong:

1. Speak to a member of staff first
2. Make a formal complaint if the issue is not resolved
3. We will investigate and respond within agreed timescales

You will never be treated unfairly for raising a complaint.

CONFIDENTIALITY & YOUR INFORMATION

We respect your privacy:

- Personal information is kept secure
- Information is only shared when lawful and necessary
- You can request to see information we hold about you

If you have concerns about confidentiality, speak to a member of staff.

CONNECT ALL – DIGITAL SUPPORT

Connect All is a free digital support programme run by St Anne's Community Services. We help the people we support to get online so you can manage everyday tasks, stay in touch with family and friends, and access essential services more easily.

Everything we offer is completely free, including your device, data, and any training or support.

WHAT CONNECT ALL OFFERS



- A mobile phone. You can choose a smartphone or a simple button phone.
- Data, calls and texts. Everything is included, with no bills to worry about.
- Help getting set up. We support you to set up your phone, apps and accounts.
- Building digital skills. Relaxed workshops to help you feel confident and safe online.

If you'd like to join Connect All or find out more about volunteering, please email: connect.all@st-annes.org.uk

SUPPORT WORKERS & SUPPORT SERVICES

Many residents at St Anne's have access to a Support Worker.

SUPPORT WORKERS CAN HELP WITH

- Managing your tenancy
- Developing independent living skills
- Emotional wellbeing and mental health
- Accessing health, training or employment services
- Setting and working towards personal goals

Support is delivered in a respectful, person-centred way and tailored to your needs.



EQUITY, DIVERSITY & INCLUSION

St Anne's is committed to equality and fairness.

We do not tolerate discrimination, harassment or hate crime based on:

- Age, disability, gender, race or religion
- Sexual orientation or any other protected characteristic

If you experience or witness discrimination, please tell us.

CONTACTING US

To get in touch:

- Speak to your Support Worker
- Contact the St Anne's office during opening hours
- Use the emergency contact number when appropriate

📱 Please keep your contact details up to date so we can support you effectively.

GET IN TOUCH

Telephone: 0300 102 5151 (This is a freephone number)
Email: info@st-annes.org.uk

Your home is important, and so are you. We're here to work with you and support you to make your tenancy a success.

Welcome to St Anne's – we're glad you're here.





Unit 5, Fountain Court
12 Bruntcliffe Way
Morley, Leeds, LS27 0JG

0300 102 5151

Website:
st-annes.org.uk

Email:
info@st-annes.org.uk

This handbook is available in large print or alternative formats on request. If you need help with your home, repairs, or your tenancy, please contact the Housing Team.

Telephone: 0300 102 5151

@stannescommunityservices

@stannescommunityservices8229

@stannescommunityservices

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