



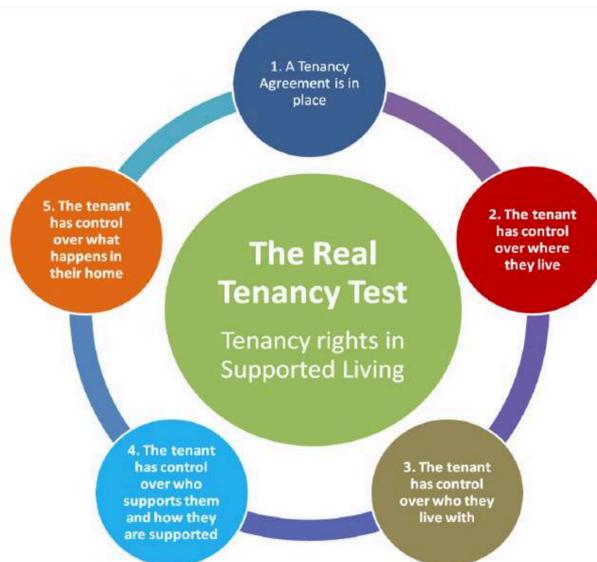
Complete Support
Care Services

User-Friendly Fair Tenancy



Complete Support Care Services Ltd is committed to promoting your rights

It is the policy at Complete Support Care Services Ltd to respect the rights of each customer to experience a fair tenancy.



The "Real Tenancy Test" is a quick test to tell you if your current tenancy upholds your tenancy rights. As you are a supported living customer, your tenancy rights should be different to that of a residential care setting.

This guide will help you know if your tenancy is fair!

These are the standards your tenancy has to meet in order to be a FAIR TENANCY



1. Do you have a signed tenancy agreement?

Tick if
"YES"

This is:

- Written on paper and tells you what the rules of your tenancy are.
- Tells you what your landlord has to do for you.
- Signed by you/your representative and the landlord.
- Available in a user-friendly format upon request.
- Important information for you to follow. (If you don't follow the rules, you might be asked to move out. We will support you, to make sure this doesn't happen and have a good relationship with your landlord).

Tick if
"YES"



2. Do you have control over where you live?

This means:

- You get to choose your home and where it is.
- You will have help to find somewhere you like and that meets your needs, from the people in your circle of support.
- If you do not have capacity, your circle of support will do an assessment and make a decision in your best interest, taking all of your preferences and needs into account.
- You can change your mind about where you live at any time.
- You will be supported to have a fair tenancy and give notice if you want to leave a property.

Tick if
"YES"



3. Do you have control over who you live with?

This means:

- You will always be informed and consulted about anyone else wanting to live in the same property as you do.
- We will support you as much as is possible to meet any new tenants in advance of them moving in.

Tick if
"YES"



4. Do you have control over who supports you and how you are supported?

This means:

- You get to choose who supports you.
- If you are a tenant in a property owned by Complete Support Care Services Ltd, that does not mean you have to be supported by the staff team at Complete Support Care Services Ltd.
- You can be supported by any other provider.
- If you choose to end a tenancy with Complete Support Care Services Ltd and move into a property owned by someone else, you can still be supported by the staff team at Complete Support Care Services Ltd.

Tick if
"YES"



5. Do you have control over what happens in your home?

This means:

- You have full access to all the areas of your home
- You choose how your home is furnished and decorated if your tenancy agreement states that you can.
- You are supported to make your home feel homely and it does not look like someone's workplace.
- You have an agreement in place to say if someone else can have keys to your house.
- The landlord does not disturb you whilst you are at home without telling you first.
- You are supported to answer your own door and you decide who enters your home and when.

If you have answered YES to these 5 questions, then your tenancy is likely to be a FAIR TENANCY.

If you haven't been able to answer YES to all 5 of these standards, you might not be experiencing a genuine tenancy.

Turn over for more information.

You do not have real tenancy rights if....

- Someone else has chosen where you live.
- You have been placed somewhere because it is vacant.
- You have not been offered any other choices.
- You are not being supported to move out if you want to.
- Someone else has moved into your house without you being consulted.
- You are living with someone that you don't want to live with.
- You are told to move because your service provider has changed.
- Your support is dictated to you by your service provider.
- You are only allowed in certain areas of the house (not incl. housemates private rooms).
- There are office items visible within your house.
- Your service provider and/or landlord have keys and free access to your house without an agreement in place.

If you are worried that your tenancy is not a fair tenancy, speak to someone you trust. Or you can contact one of the following for help and advice:

- Northamptonshire Adult Social Services
One Angel Square
Angel Street
Northampton
NN1 1ED
0300 126 1000



- Care Quality Commission
CQC National Customer Service Centre
City gate
Gallowgate
Newcastle upon Tyne
NE1 4PA
03000 616161



For the full version of the NDTi Real Tenancy Test, go to:
<https://www.ndti.org.uk/uploads/files/TheRealTenancyTestFINAL.pdf>